



GALDERMA

EST. 1981

Please be advised the following information only applies if you are a supplier to Galderma and have a Galderma supplier number

ONEBUY Coupa Supplier Portal User Guide










Welcome

Welcome to Galderma's Source-to-Pay platform, ONEBUY!

After this training module you will be able to perform various actions in ONEBUY, powered by the Coupa Supplier Portal.

If you have any questions, please contact us via the Coupa Supplier Portal in ONEBUY or via our site: suppliers.galderma.com

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Introducing ONEBUY

Supplier Training
2021

Galderma is moving to ONEBUY

Galderma is adopting a new e-Procurement solution for all procurement activities relating to Indirect and Research & Development spend.



- **The single point of contact for suppliers**, accessible from www.galderma.com, to participate in Galderma sourcing events, manage your data, acknowledge our purchase orders, flip our PO into invoices, and monitor your invoice payment status
- **ONEBUY** and is supported by Coupa which includes the **Coupa Supplier Portal**. ONEBUY will roll out across 36 Galderma entities as of 2021 and will become your single access point for Galderma Source-to-Pay activities

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Why is this good news for you?

ONEBUY will transform the way we engage together.

Were you wondering where to go to amend your contact details? Place your invoice? Consult the payment status of your invoices? ONEBUY will bring these activities just a click away from you:

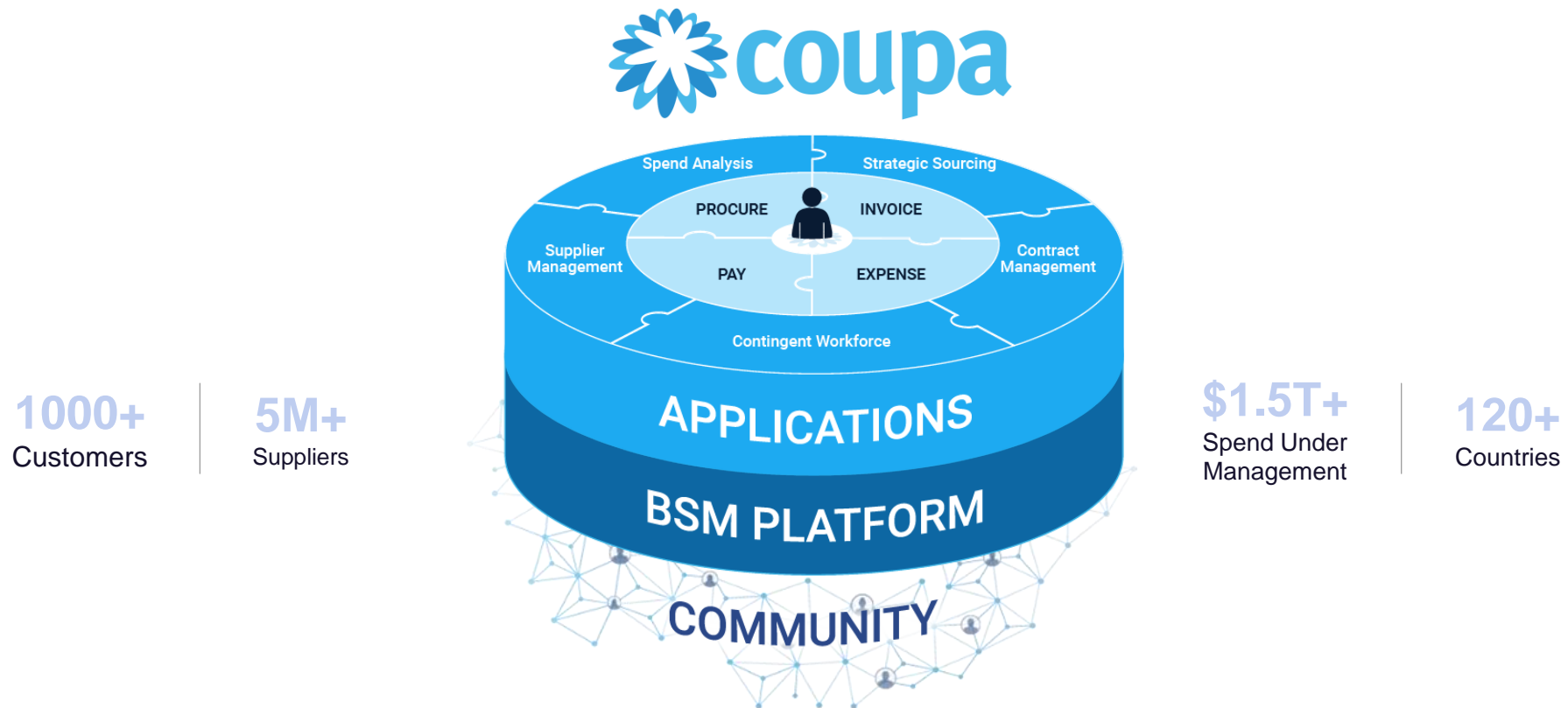
- Acknowledge our purchase orders online
- Send your invoices to Galderma, electronically and free of charge
- Monitor the payment status of your invoices
- Amend your vendor contact details
- Participate in Galderma sourcing events

What is the Coupa Supplier Portal?

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2021

What is Coupa?

ONEBUY is partnering with Coupa to offer an efficient procurement solution to our users and suppliers. Coupa is the market leader in cloud based spend management platforms and offers end-to-end Source-to-Pay capabilities.



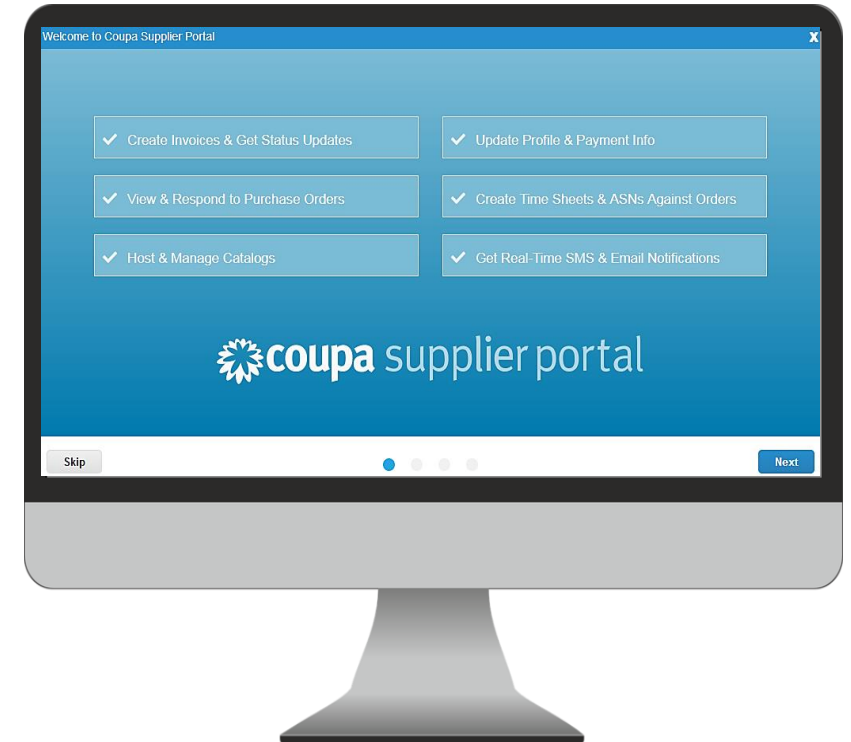
What is the Coupa Supplier Portal?

ONEBUY includes a free-to-use tool called the Coupa Supplier Portal (CSP). Through the CSP, Galderma will be able to raise and issue purchase orders to you and the rest of the supplier base more easily with greater transparency between us.

By joining the CSP, you will be able to **view and acknowledge your ONEBUY purchase orders, submit invoices and view your invoice status in real time.**

For all other non ONEBUY purchase orders you receive, please continue as you do today.

There is ***no cost for registering and using the portal*** and no additional software is required.



What are the benefits to me for registering on the CSP?



ONEBUY

Participation in the Coupa Supplier Portal (CSP) program is essential for simplifying and streamlining how you engage with Galderma and will offer benefits such as a simpler e-invoicing process and accelerating successful payment of invoices submitted to Galderma.

What does this mean for you?

You will have access to the CSP which will be a one-stop shop for all Galderma related activities.

Purchase Orders

- You are able to view new purchase orders and set up alerts via email and text

Invoice Management

- Flip the Purchase Orders you receive into invoices once goods or services have been dispatched
- You can track the payment status of your invoices
- You will then be paid, as long as the invoice matches the PO and the requestor confirms they have received the goods/services

Company Information

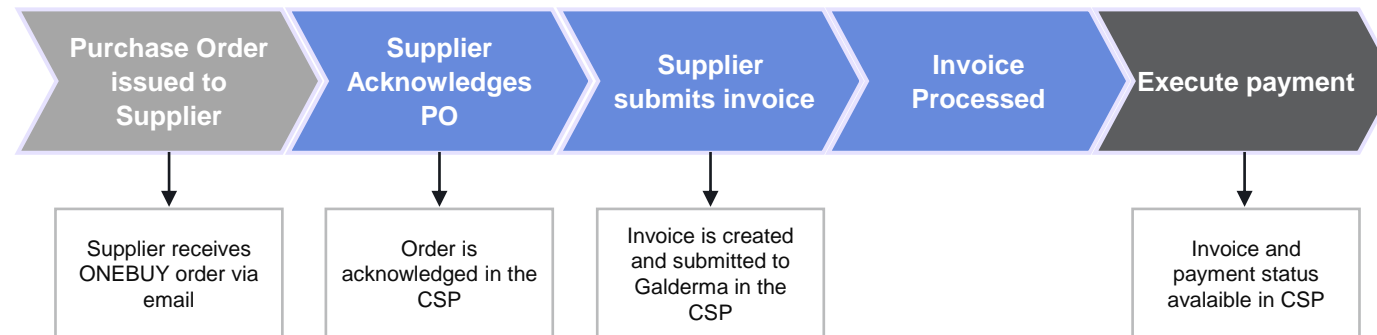
- You can update your profile and payment information and notify Galderma of the changes directly in the CSP

Catalogues

- You can easily manage and create new catalogues to be made available to Galderma

PO to Payment process*

The Coupa Supplier Portal is your one place for all transactions with Galderma, allowing you to acknowledge receipt of a PO, submit your invoice, and track payment status.



*The process for Direct Goods shall remain unchanged from current processes. Areas impacted are Indirect Goods and Services, R&D and Direct Services

Invoicing Channels

There are 3 ways an invoice can be processed & brought into ONEBUY – the CSP offers the most benefits to suppliers

Preferred Method

Coupa Supplier Portal / Supplier Actionable Notifications

Way of e-invoicing where you submit the invoice directly through the Coupa Supplier Portal (CSP) and the fields that are provided there to complete the invoice. If you are not registered in the CSP, the e-invoice can be submitted through a webpage by clicking on the Purchase Order received via email. This process is called Supplier Actionable Notifications (SAN)

InvoiceSmash

Way of invoicing where you send a text invoice (e.g. PDF) to an Accounts Payable (AP) mailbox which allows for ONEBUY to automatically recognize data in the invoice and bring the invoice data into ONEBUY

Paper Invoicing

Way of invoicing where you send a paper invoice (e.g. picture/screenshot of an invoice). The data on this invoice then gets put into ONEBUY manually by AP.

Most Functionality

	CSP	SAN	InvoiceSmash/ Paper
Cost	No cost	No cost	Postage cost if sent by mail
Invoice process time	Invoice processed the fastest	Invoice processed the fastest	Slower invoice processing time
Invoice status	Visible in CSP	No visibility	No visibility
Reporting	Available across orders, invoices, catalogues, etc.	No reporting	No reporting
Support	Immediate support available – send comments directly to Galderma	Comments can be added to orders or invoices	Galderma will need to be contacted via phone/email

Invoice statuses in the CSP

Invoice Status	Description
Approved	The invoice has been accepted for payment by Galderma.
Abandoned	The disputed invoice has been abandoned. Galderma can choose to notify you of this invoice status change and provide instructions.
Disputed	The invoice has been disputed. Please note, NO Credit Notes are allowed when the invoice has this status. Please request Galderma to abandon the invoice to create a new invoice (in case the invoice is wrong), if the invoice is correct, please request Galderma to adjust the PO.
Draft	The invoice has been created, but it has not been submitted to Galderma yet.
Pending Approval	The invoice is currently under review by Galderma.
Processing	The invoice is being processed by the AP department and should be paid soon.
Voided	Something is wrong with the invoice, please contact Galderma to get the invoice back on track.

Getting started

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Need to know

Before you register, please note the following:

1. If you already have a Coupa Supplier Portal Account with another customer other than Galderma, please simply email supplier.onboarding@galderma.com your account details. **You do not need to register another account on the Coupa Supplier Portal.**

2. We can link only one account per supplier to the Coupa Supplier Portal. For example, if different parts of your business supply goods/services to Galderma and they each have separate supplier accounts with us, we need to work with you to make sure we setup your accounts correctly. Coupa Supplier Portal accounts can be set up to be shared accounts where everyone can see everything or locked accounts, so the Coupa Supplier Portal account is shared but you do not see each other's transactions. If multiple people within your organisation need to register on the Coupa Supplier Portal, please get in touch at supplier.onboarding@galderma.com

3. Changes to the Purchase Order and Invoicing process will only be in effect for Indirect, R&D and Direct Services orders, suppliers providing Direct goods will continue to receive Purchase Orders and send Invoices as per the current process.

How will you receive purchase orders?

Registered Suppliers on the CSP:

You will receive a ONEBUY released Purchase Orders by email. Here you can click on the "View Order" button which will direct you to the Coupa Supplier Portal. You can then log in to view the purchase order, flip into a invoice and submit it for payment to Galderma.

Unregistered Suppliers (please refer to [slide 54](#)):

You will receive ONEBUY released Purchase Orders by email – these are called *Supplier Actionable Notifications (SAN)*.

In the email you will find the following buttons which allow you to:

- Create an Invoice – click on this button where you can invoice Galderma directly for the stated PO
- Acknowledge a PO – click this button to notify Galderma that you have received the PO
- Add a Comment – send comments to Galderma about this PO

Need to know

How should you be invoicing us?

If you are **registered** onto the Coupa Supplier Portal, you can simply flip Purchase Orders into invoices and submit for payment directly on the portal.

If you are **not registered** to the Coupa Supplier Portal, please refer to the previous section to create an invoice from the PO email you received from us using the Create Invoice button and submit it to Galderma directly.

Please refer to following guide for the list of all the compliant E-Invoicing countries that are supported in Coupa's Compliance-as-a-Service (CaaS). For more information on compliance, see [Compliant Invoicing](#) or the attached PDF document.

Note: both Coupa Compliant and Non-Compliant counties must still invoice via the Coupa Supplier Portal – only difference is *Non-Compliant need to attach PDF of invoice when submitting their invoice to Galderma via the CSP*.

Note: It is mandatory for the following Non-Coupa compliant companies to attach the real invoice in PDF format: Pakistan, Bangladesh, South Korea, Portugal, Colombia, Argentina, Mexico, UAE, Taiwan, Nigeria, Kenya, Brazil, Russia, Ukraine Uzbekistan, Kazakhstan, Turkey, Algeria, Moldova, Hungary.



Coupa
E-Invoicing

**Click here for more
information on E-
Invoicing!**

What are the key steps I need to do?

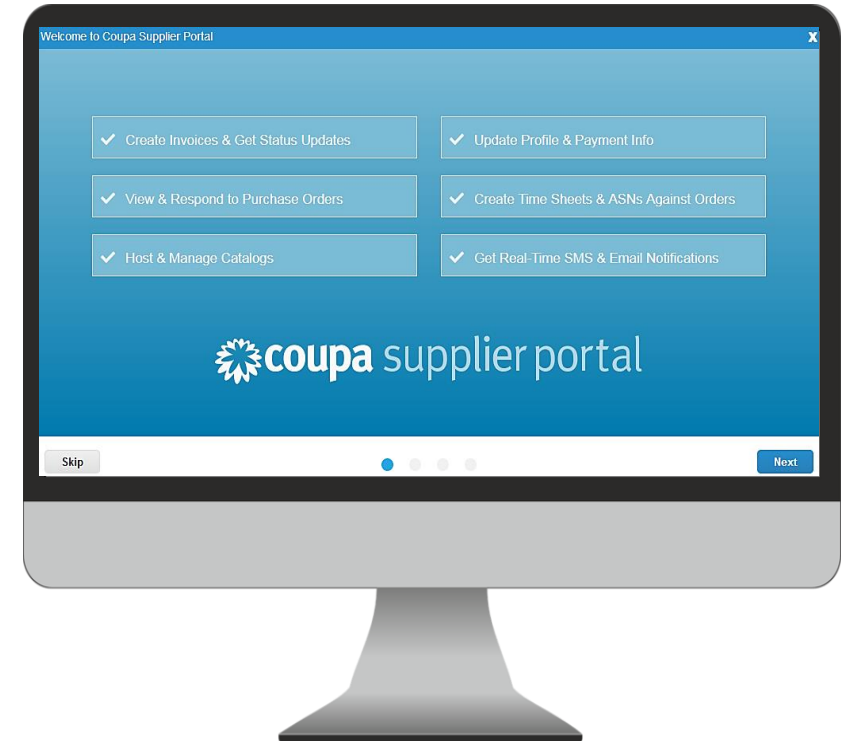
1. Registering onto the Coupa Supplier Portal

In order to register onto the CSP, follow the steps comprised beginning with the next page.

2. Setting up E-Invoicing in the Coupa Supplier Portal (please refer to slide 18)

Once registered, you will need to Log In and set up your profile, prior to creating electronic invoices, by completing the following information:

- Legal Entity
- Remit-To Address
- VAT ID
- Invoice From Code



Registering on the CSP as a new user

- You will receive a custom-invitation with specific instructions and a proactive message from us.
- When you accept the invitation and create your account, you are automatically connected/linked to the customer who invited you

The image shows an email template for Galderma registration. It has a header with the Galderma logo and the text "Galderma Registration Instructions – Action Required". Below the header, it says "Powered by Coupa". The main body of the email starts with "Dear supplier," followed by a paragraph explaining that Galderma wants to collaborate with the supplier using ONEBUY, a Source-to-Pay platform. It mentions that within the next 48 hours, the supplier should click the "Join Coupa" button to register their Coupa Supplier Portal account. It also states that by signing up, the supplier will be able to view and acknowledge ONEBUY purchase orders, submit and view invoices status real-time (Indirect and R&D orders only), and manage their supplier information all in one place. It notes that it's free to register and use the portal and no additional software is required. Below this, there is a paragraph for those who are not the right person at the company, instructing them to send the request to the appropriate person using the forward link and email back with details of that contact so they can update their records. It also provides an email address: supplier.onboarding@galderma.com. The email ends with "Kind regards," and "Galderma ONEBUY project team". At the bottom, there are two buttons: "Join Coupa" (highlighted with a red box) and "Forward this invitation". Below the buttons, there are three links: "Overview" (Learn more about the Coupa Supplier Portal), "Need help?" (Answers to common questions and issues), and "Coupa Info" (Learn more about how companies use Coupa). The footer of the email features the Coupa logo and the text "Business Spend Management".

- After clicking “Join Coupa”, create and confirm your password, and then follow the screens to complete the mandatory (*) fields to provide basic information for your account, select any payment discount preferences, and enter additional information to enhance your CSP profile, then click “Submit”.

The image shows the "Tell us about your business" registration screen. It has a header with the Galderma logo and the text "Powered by Coupa". Below the header, there is a progress bar with three steps: Basics, Payment, and Coupa Profile. The "Basics" step is currently active. The screen asks for the following information: Company Name (Supplier Test 1), Website, Country/Region (Switzerland), Address Line 1 (Dufourstrasse), Address Line 2 (10), City (Zurich), State, and Post Code (8005). There is a green checkmark icon and a message: "All done for now. On your first invoice with Galderma, we will guide you through your legal entity setup." At the bottom right, there is a "Next" button.

The image shows the "Payment discount preferences" registration screen. It has a header with the Galderma logo and the text "Powered by Coupa". Below the header, there is a progress bar with three steps: Basics, Payment, and Coupa Profile. The "Payment" step is currently active. The screen asks for the following information: "Would you like to offer discounts to get paid faster?". Below this, there is a section for "Payment discount preferences". It has two columns: "Your default payment term" and "Automatically replace with this discount (you can change this later)". The "Your default payment term" column has a list of terms: Net 30, Net 45, Net 60, Net 75, Net 90, and Net 120. The "Automatically replace with this discount" column has a list of terms: None, None, None, None, None, and None. At the bottom right, there is a "Next" button.

The image shows the "Welcome to the Coupa community" registration screen. It has a header with the Galderma logo and the text "Powered by Coupa". Below the header, there is a progress bar with three steps: Basics, Payment, and Coupa Profile. The "Coupa Profile" step is currently active. The screen displays the Coupa logo and the text "Welcome to the Coupa community. You're all set with Galderma!". Below this, there is a message: "Make your company stand out in searches. Find your next customers by updating your profile." At the bottom, there is a button labeled "Enhance your Coupa profile". Below the button, there are three icons: "Show Up in Top Search Results", "Share your Diversity", and "Get Invited to Sourcing Events". At the bottom right, there is a "Do it later" link.

Note: You have to wait/request for us to send the invitation email. You can **forward the invitation** to another e-mail address, if you think the account should be created using another address. **Please inform Galderma of any changes.**

Warning: Invitations to the CSP expire after 48 hours.

How to log into the CSP

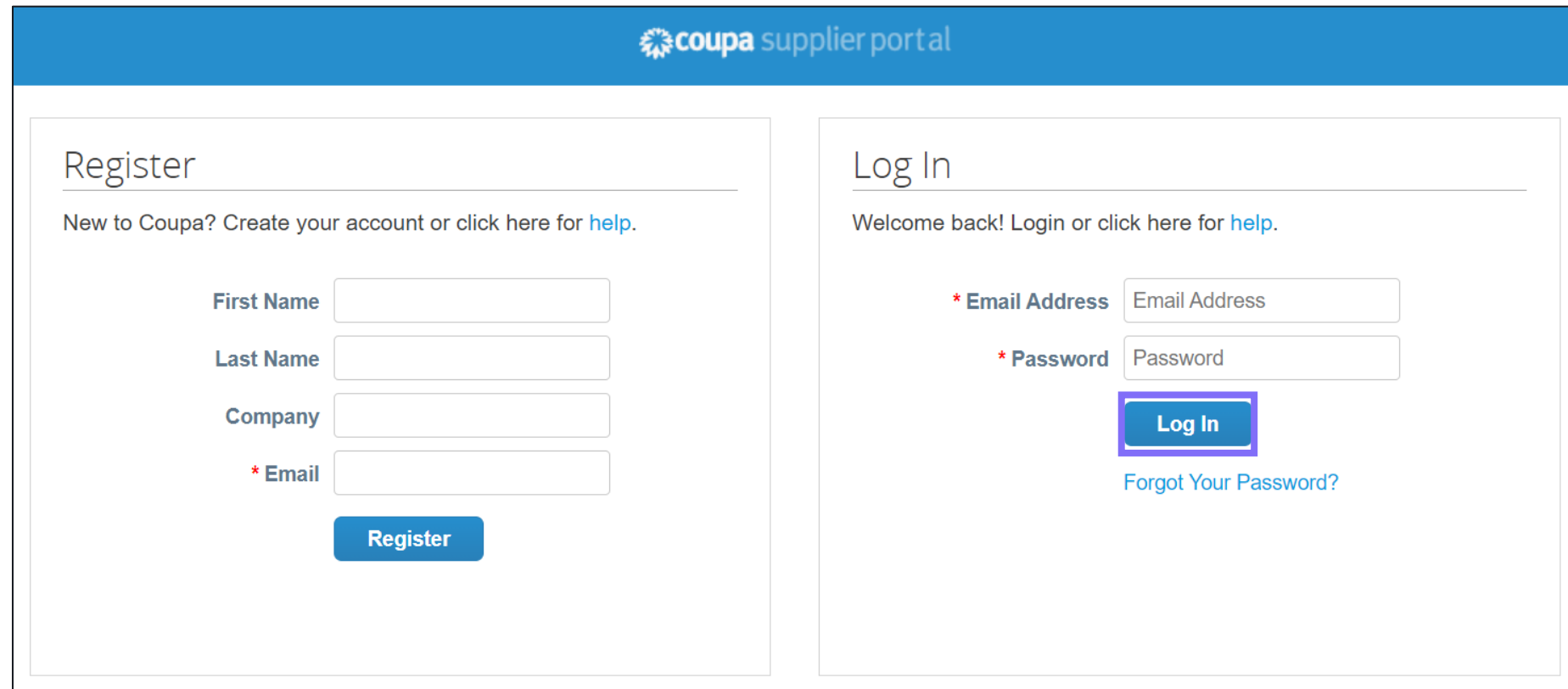
Go to supplier.coupahost.com and in the **Log In** pane on the right, enter your email address and password and click “**Log In**”.

Note: If you are logging in to the CSP as a non-admin user, you can see a banner listing your existing permissions and the permissions you can request from your admins. CSP admins that manage users are also notified through a banner to check their users' permissions.

Two-factor authentication

When you log in for the first time, you are prompted to enable two-factor authentication. Please consider that this functionality is not working in every country with all telecom providers, so please contact Coupa prior to activating

To find out more, please click [here](#).

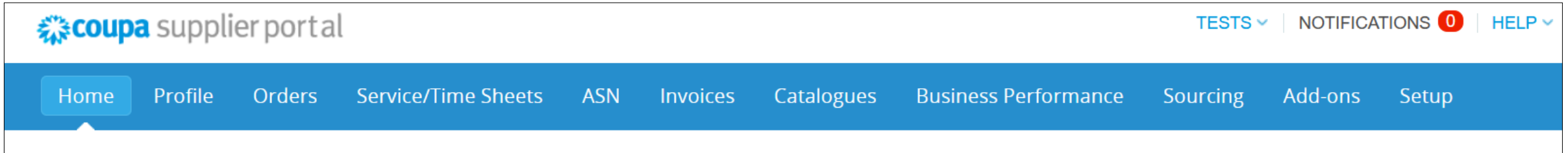


The screenshot displays the Coupa Supplier Portal interface. At the top, a blue header bar contains the Coupa logo and the text "coupa supplier portal". Below the header, the page is divided into two main sections: "Register" on the left and "Log In" on the right.

The "Register" section includes the heading "Register" and a subtext "New to Coupa? Create your account or click here for [help](#)." Below this, there are four input fields: "First Name", "Last Name", "Company", and "* Email". A blue "Register" button is positioned at the bottom of the form.

The "Log In" section includes the heading "Log In" and a subtext "Welcome back! Login or click here for [help](#)." Below this, there are two input fields: "* Email Address" and "* Password". A blue "Log In" button is positioned below the password field. A link for "Forgot Your Password?" is located below the "Log In" button.

Navigating the main menu



	Menu Item	Description
Applicable to Galderma	Home	View and improve your public profile, see the list of customers you are connected to, edit your customer-specific company profile, and merge accounts
	Profile	Create, modify, and manage your public and customer-specific profiles, and specify which remit-to addresses each customer can use
	Orders	View the Purchase Orders you received from your customers
	Invoices	Manage the invoices to send to the customers
	Catalogues	Create and manage customer-specific catalogues
	Business Performance	Allows you to have a view on financial data of your business (spend data, invoicing amounts etc.)
	Sourcing	View public sourcing events from all your customers – Galderma sourcing events will be sent by email
	Setup (Admin)	Manage profile, users, merge requests, and remit-to addresses, add fiscal representatives, view and accept the Terms of Use.
Not Applicable to Galderma	Service/Time Sheets	View the list of service/time sheets and related purchase orders lines them – Not Applicable to Galderma
	ASN	Send Advance Ship Notice, that is, notifications about them – Not Applicable to Galderma
	Add-Ons	Access to Coupa Supplier add-ons, for example: Coupa Advantage, Coupa Accelerate – Not Applicable to Galderma

Create/ Update your profile in CSP (Part 1/2)

After following the link from the invitation email, fill in the mandatory fields to provide basic information for your account and your company's public profile.

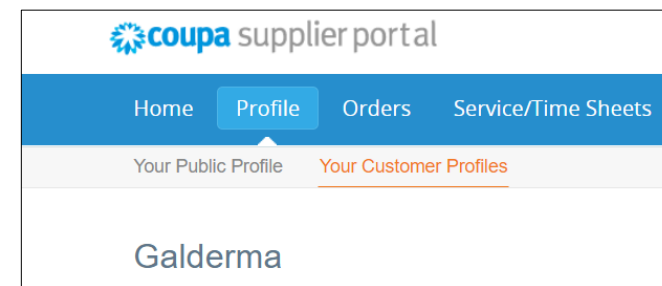
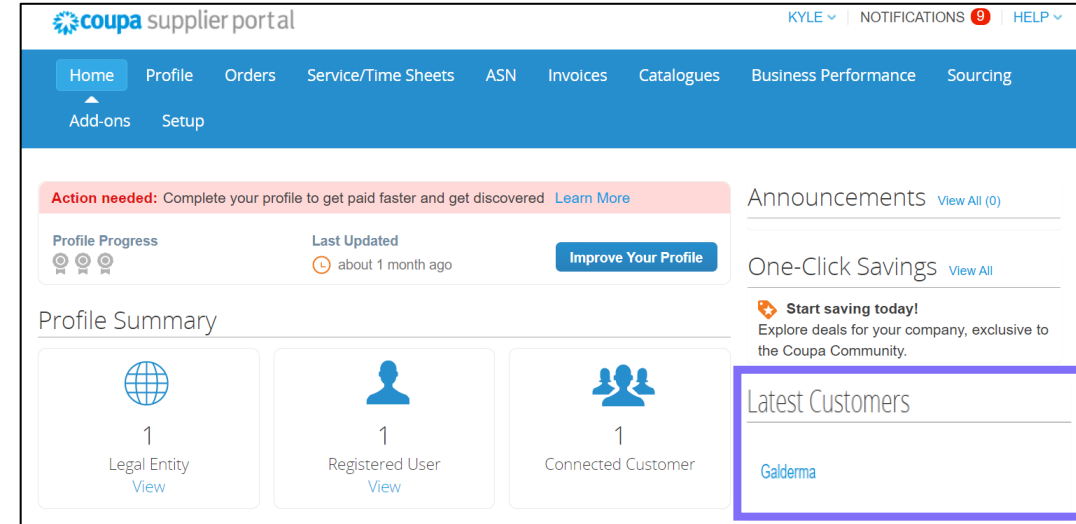
To manage the Galderma profile, select the customer name from the **Profile -> Your Customer Profile drop-down list**. If you do not see the customer you are looking for, it means that you are not connected to them yet.

If you cannot see them in the Select Customer field drop-down list on the Orders, Invoices, Catalogues pages, you can either:

- Click on a customer's name under the **Latest Customers** section on the **Home** page and click **Edit**.

Note: some customers might require you to notify them when making any update to some of the account information (name, surname, email address). See the [next slide](#).

- Select the customer from the **Profile -> Your Customer Profile** drop-down on the **Profile** page and click **Edit**.



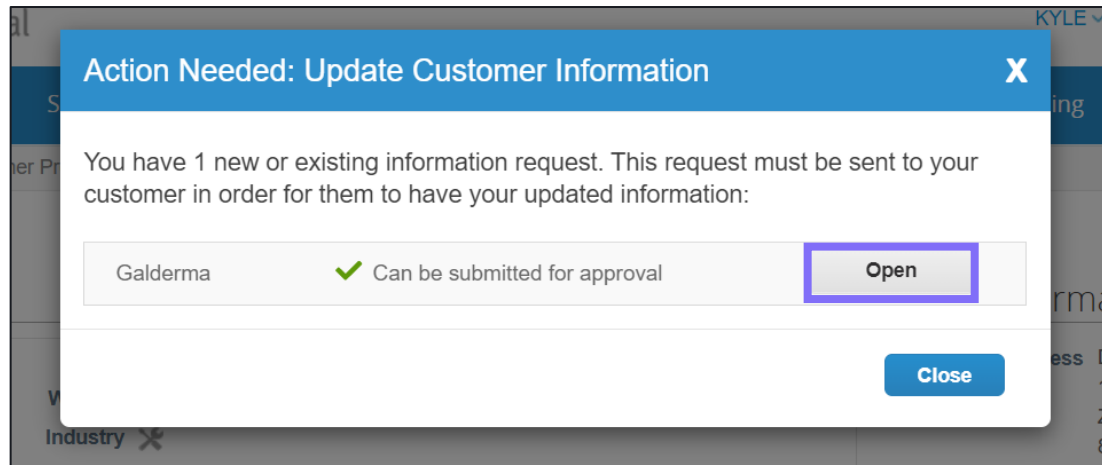
Note: Keep your information accurate and up to date by providing your address (mandatory fields: address line 1, city, state, postal code, and country), contact information (mandatory fields: first name, last name, and email address), Tax ID, DUNS number, and remit-to address(es).

Create/ Update your profile in CSP (Part 2/2)

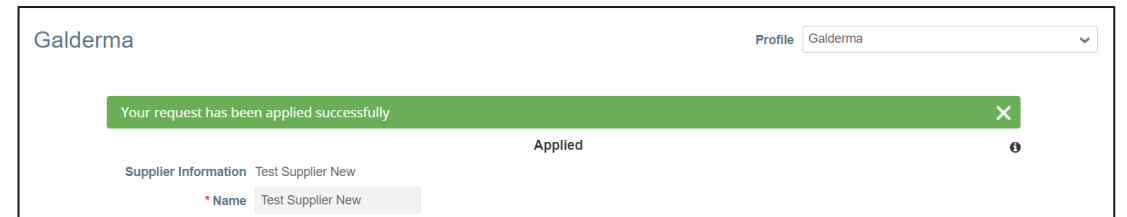
When changing details of your profile, please announce the changes to Galderma.

After you make changes to your profile (account name details, email etc.), the below message will pop-up automatically.

You can update your Customer Profile by selecting the “**Open**” button.



After clicking on the customer’s name, you will automatically be redirected to your Customer Profile, where you will be able to update and submit your supplier information changes to Galderma.

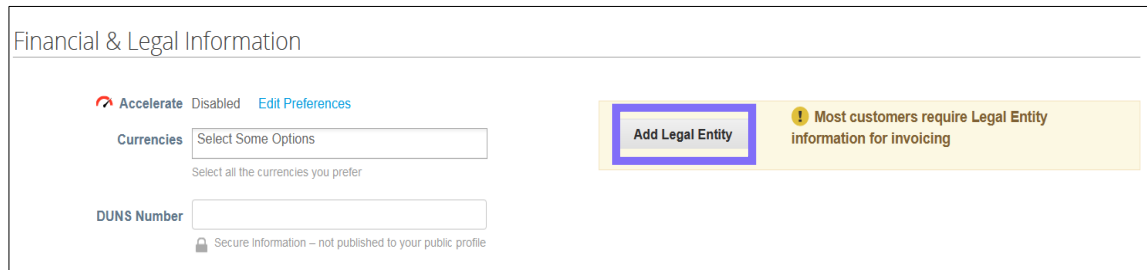


Setting up E-invoicing in the CSP (Part 1/4)

Suppliers who are registered onto the Coupa Supplier Portal can view the status of their POs and flip the order into an invoice once the order has been received, in order to invoice within the CSP, you will need to set up E-invoicing.

Method 1

- To submit invoices through the Coupa Supplier Portal, you will first need to add a Legal Entity.
- One method is to from the **Profile** tab on the main menu. Select Edit Profile and then click on “**Add Legal Entity**”.



Financial & Legal Information

Accelerate Disabled Edit Preferences

Currencies
Select all the currencies you prefer

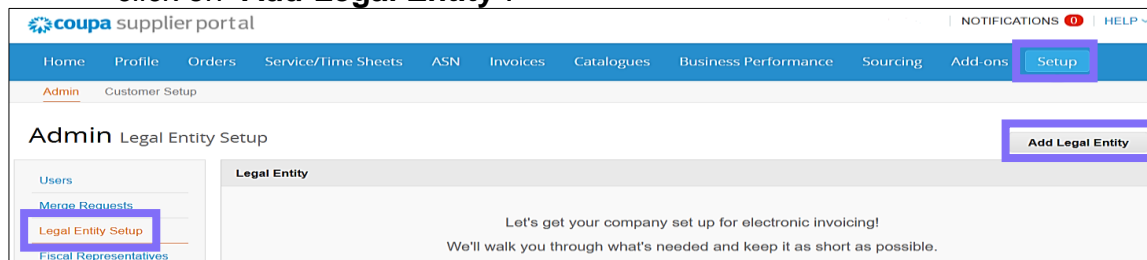
DUNS Number
Secure Information – not published to your public profile

Add Legal Entity

! Most customers require Legal Entity information for invoicing

Method 2

- Click on **Setup** tab in the main menu, select “**Legal Entity Setup**” and click on “**Add Legal Entity**”.



coupa supplier portal

Home Profile Orders Service/Time Sheets ASN Invoices Catalogues Business Performance Sourcing Add-ons **Setup**

Admin Customer Setup

Admin Legal Entity Setup

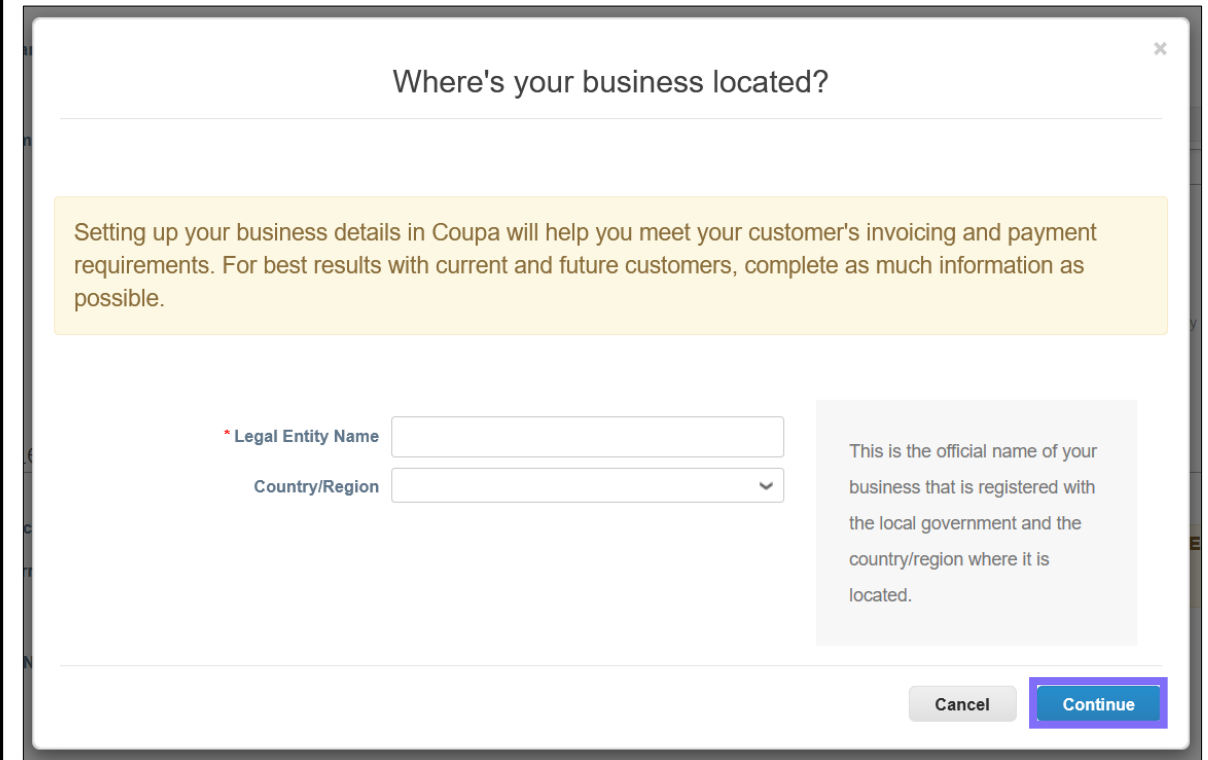
Users
Merge Requests
Legal Entity Setup
Fiscal Representatives

Add Legal Entity

Let's get your company set up for electronic invoicing!
We'll walk you through what's needed and keep it as short as possible.

Step 1

- Set up your legal entity name. Once the fields are completed, click “**Continue**”. Every field that has the red asterisk (*) is mandatory to be completed.



Where's your business located?

Setting up your business details in Coupa will help you meet your customer's invoicing and payment requirements. For best results with current and future customers, complete as much information as possible.

* Legal Entity Name

Country/Region

This is the official name of your business that is registered with the local government and the country/region where it is located.

Cancel Continue

Setting up E-invoicing in the CSP (Part 2/4)

Step 2

- The next window in the pop-up will ask you for additional information:

Tell your customers about your organisation

1 2 3 4

Which customers do you want to see this?

☒ All

☒ Galderma

You can select which customers can view this legal entity

What address do you invoice to?

Add your e-invoicing address

* Address Line 1

Address Line 2

* City

County

* Post Code

Country/Region Switzerland

☒ Use this address for Remit To

☒ Use this for Ship-From address

REQUIRED FOR INVOICING

Enter the registered address of your legal entity. This is the same location as where you receive government documents.

If these boxes remain ticked, your Remit-To and Ship From address remain as above

What is your Tax ID?

Country/Region Switzerland

* VAT ID

☐ I don't have a VAT/GST Number

Add additional Tax ID

Scroll down to enter your VAT ID. If you don't have it, you can tick the box and enter the Local Tax ID

Miscellaneous

Invoice-From Code

Preferred Language German (Switzerland)

Add your Invoice-From Code – this is the same code as in your ERP system

Once you filled in this information, please click **“Save and Continue”**.

Setting up E-invoicing in the CSP (Part 3/4)

Step 3

Where do you want to receive payment?

1 2 3 4

* Payment Type Bank Account

What are your Bank Account Details? ⓘ

Bank Account Country/Region: Switzerland

Bank Account Currency: CHF

Beneficiary Name: Test Supplier Legal Entity

Bank Name:

Account Number: ⓘ

Confirm Account Number:

IBAN: ⓘ

Confirm IBAN:

Routing (Bank Code) Number: Bank Code ⓘ

SWIFT/BIC Code: ⓘ

Bank Account Type: Business

Supporting Documents Choose Files No file chosen ⓘ

The payment type that needs to be used for E-invoicing is "Bank Account"

Fill in all the bank account details

Tooltip text. Hover over to find out information about the field

Note: The bank account country/region and beneficiary name are defaulted based on the legal entity, and the bank account currency is defaulted based on the bank account country

Note: The available bank account fields and field names depend on the selected country.

What is your Bank's Branch Address?

Address Line 1:

Address Line 2:

City:

State:

Post Code:

You can *optionally* add a bank's branch address

What is your Remit-To Address?

Address Line 1 Dufourstrasse

Address Line 2 10

City Zurich

County

Post Code 8005

Country/Region Switzerland

The remit-to address is automatically synchronized from the previous step

Once this step is completed, click **"Save & Continue"**.

Setting up E-invoicing in the CSP (Part 4/4)

Step 3 (continued). Once this step is completed, click “**Next**”

The screenshot shows a form titled "Where do you want to receive payment?". At the top, there are four numbered tabs: 1, 2, 3 (highlighted in orange), and 4. Below the tabs, a text box explains: "Remit-To locations let your customers know where to send payment for their invoices. Click Add Remit-To to add more locations, otherwise click Next." To the right of this text is a button labeled "Add Remit-To". Below the text is a table with three columns: "Remit-To Account", "Remit-To Address", and "Status". The table contains one row with the following data: "Bank Account", "Dufourstrasse 10 Zurich 8005 Switzerland", and "Active". To the right of the table is a button labeled "Manage". At the bottom of the form are three buttons: "Deactivate Legal Entity" (red), "Cancel", and "Next" (blue).

A summary of the Remit-To address will appear. You can add another one, you can manage the current one.

Step 4

The screenshot shows a form titled "Where do you ship goods from?". At the top, there are four numbered tabs: 1, 2, 3, and 4 (highlighted in orange). Below the tabs, a text box explains: "For many countries/regions, including different shipping details on the invoice is required if they are different to where your legal entity is registered." To the right of this text is a button labeled "Add Ship From". Below the text is a table with two columns: "Title" and "Status". The table contains one row with the following data: "Dufourstrasse 10 Zurich 8005 Switzerland" and "Active". To the right of the table is a button labeled "Manage". At the bottom of the form are two buttons: "Deactivate Legal Entity" (red) and "Done" (blue).

The shipping address from which you send the goods/services to, is synchronized from Step 2. You can manage the already input address or add a new one. Once finished, click “**Done**” and you are all set.

The screenshot shows a "Setup complete" screen. At the top, there are four numbered tabs: 1, 2, 3, and 4 (highlighted in orange). In the center is a large green checkmark. Below the checkmark, the text "Congratulations!" is displayed. Underneath that, a smaller line of text says: "This legal entity can now be used on new invoices." Below this is a yellow box containing the text: "To get paid – Most customers require that you send them this payment info in **in addition to providing it on the invoice.**" followed by an information icon. Below the yellow box are two bullet points: "Click on the [Profile Tab](#) to see if your customer has a form that collects payment information." and "Otherwise, you'll have to send it to them through another channel." At the bottom of the screen are four buttons: "Go to Orders", "Go to Invoices", "Return to Admin", and "Done" (blue).

Note: You will be warned when saving invalid remit-to accounts and you are allowed to save such accounts only once.

Note: When updating existing remit-to accounts, you will be informed this results in deactivating the old remit-to account and creating a new one. When updating invalid accounts, you can only save them after correcting the invalid fields.

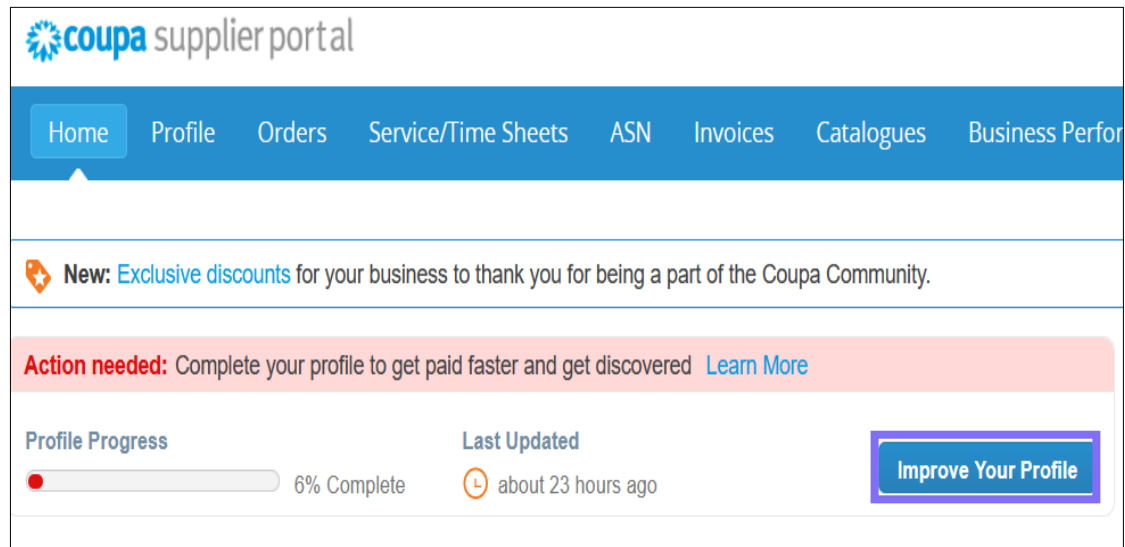
Enriching your company profile on the CSP (Part 1/2)

You can add or enrich your organisations information by updating your profile on the CSP portal

Step 1

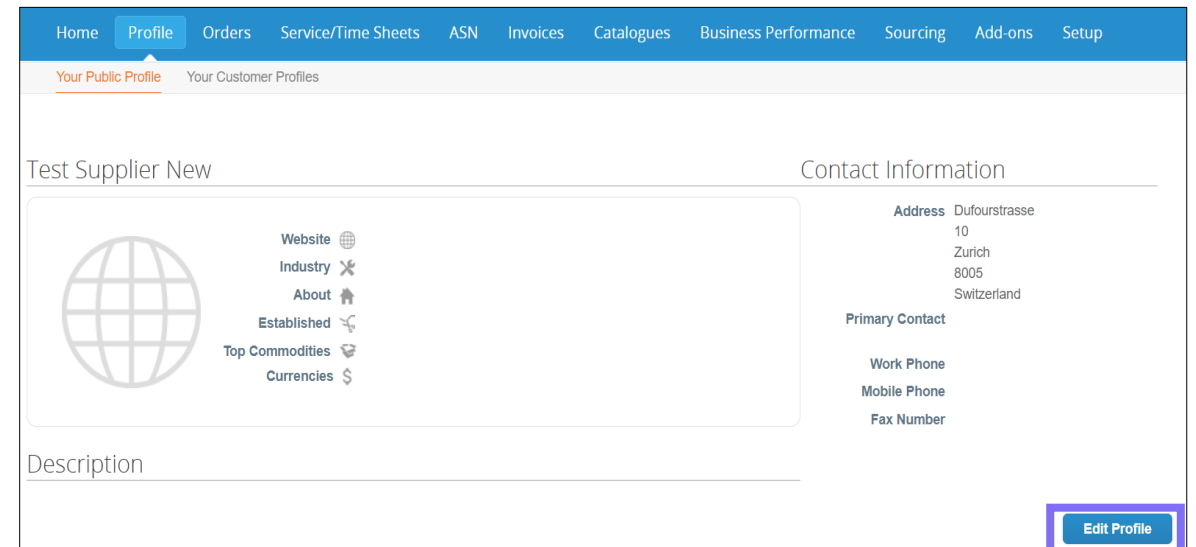
Method 1

- From the CSP homepage click on the button **“Improve Your Profile”** to change or update your company information



Method 2

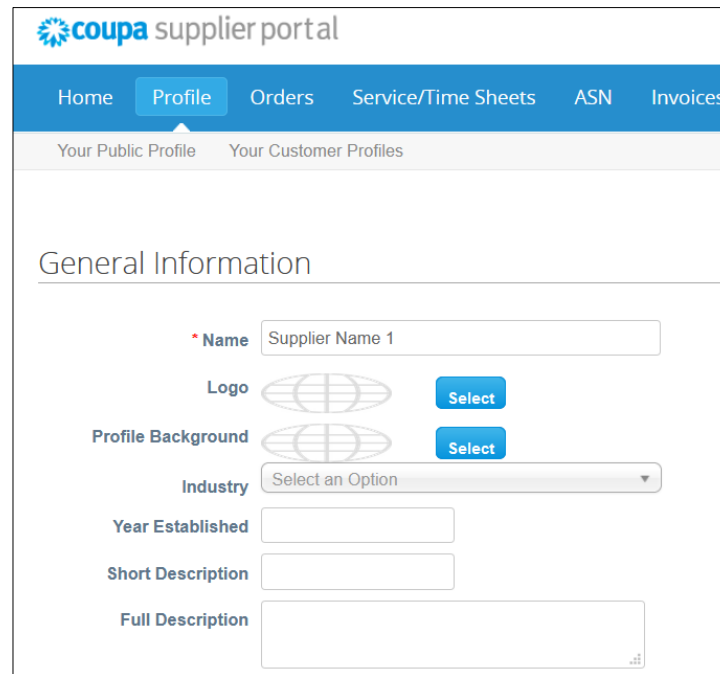
- Click on **Profile** tab in the main menu, then click on **“Edit Profile”**.



Enriching your company profile on the CSP (Part 2/2)

Step 2

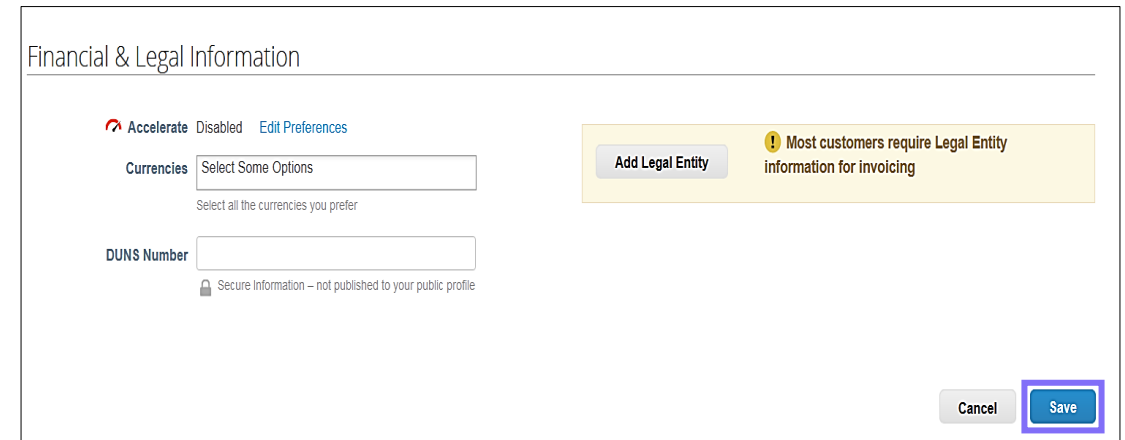
- A new window will open where you can edit your information
- Mandatory fields are marked with a red asterisk (*).



The screenshot shows the 'coupa supplier portal' interface. The top navigation bar includes 'Home', 'Profile' (selected), 'Orders', 'Service/Time Sheets', 'ASN', and 'Invoices'. Below this, there are tabs for 'Your Public Profile' and 'Your Customer Profiles'. The main section is titled 'General Information' and contains several form fields: 'Name' (with a red asterisk and the value 'Supplier Name 1'), 'Logo' (with a globe icon and a 'Select' button), 'Profile Background' (with a globe icon and a 'Select' button), 'Industry' (a dropdown menu with 'Select an Option'), 'Year Established' (a text box), 'Short Description' (a text box), and 'Full Description' (a larger text box).

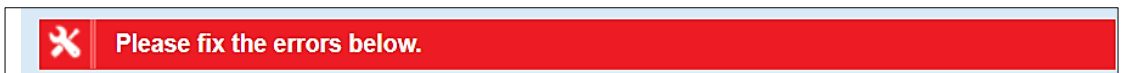
Step 3

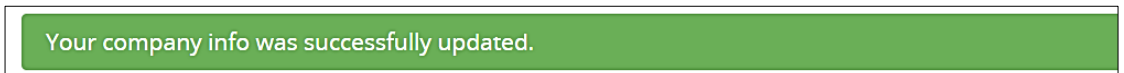
- Click the “**Save**” button from the bottom right corner of the page when you have filled in the required information.



The screenshot shows the 'Financial & Legal Information' section. It includes a toggle for 'Accelerate' (currently 'Disabled') with an 'Edit Preferences' link. There is a 'Currencies' field with a dropdown menu showing 'Select Some Options' and a note 'Select all the currencies you prefer'. Below this is a 'DUNS Number' field with a lock icon and the text 'Secure Information – not published to your public profile'. On the right, there is a yellow warning box that says 'Most customers require Legal Entity information for invoicing' and an 'Add Legal Entity' button. At the bottom right, there are 'Cancel' and 'Save' buttons. The 'Save' button is highlighted with a blue border.

- If you have missed any mandatory fields you will get a message asking you to fix errors. Otherwise you will receive a successful message.

 Please fix the errors below.

 Your company info was successfully updated.

Purchase Orders

Supplier Training
2021

Viewing Purchase Orders in the CSP

- To view your Purchase Orders in the CSP, click on the **Orders** tab on the main menu. This will show a list with all the POs raised by Galderma.

coupa supplier portal TESTS NOTIFICATIONS 1 HELP

Home Profile **Orders** Service/Time Sheets ASN Invoices Catalogues Business Performance Sourcing Add-ons Setup

Orders Order lines Returns Order Changes Order Line Changes Deliveries

Purchase Orders

Instructions From Customer
{Example text - this is set on your Company Information setup page and will be displayed for CSP and SAN suppliers on the Purchase Order list page}

voice from a Purchase Order

Export to **View** All Search

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered Comments	Total	Assigned To	Actions
130	20/05/2021	Issued	None	1,000 Each of Purple pen	No	100.00 USD		

Click on the PO number to open a PO

Click on "View" to customise the PO view

Use the Search functionality to search for a particular PO

- In the PO window you can view details of the purchase order.

Purchase Order #130

Status Issued - Sent via Email

Order Date 20/05/2021

Revision Date 20/05/2021

Requester Kyle

Email

Payment Term NET 60

Attachments None

Acknowledged ☐

Assigned to Select

To acknowledge a PO, tick the Acknowledge box

- Scroll down to PO Lines to see the description of the items, the unit price, quantity and the total value of the PO.

Lines

Advanced Search Sort by Line Number: 0 → 9

Type	Item	Qty	Unit	Price	Total	Invoiced
	Purple pen	1,000	Each	0.10	100.00	0.00

Need By 31/05/2021 Part Number None Manufacturer Name BIC Manufacturer Part Number 1239

Per page 15 | 45 | 90

Total USD 100.00

Create Invoice Save **Print View**

Click on "Print View" to see a PDF version of the PO

Purchase Order statuses in the CSP

PO Status	Description
Buyer Hold	The PO is approved but pending buyer review within Galderma.
Cancelled	The PO is cancelled and does not need to be fulfilled.
Closed	The issued PO was received and then closed, either manually or automatically.
Currency Hold	The PO is on hold due to a currency exchange rate issue.
Error	Something is wrong with the PO. Contact Galderma to get the PO back on track.
Issued	The PO was approved and sent to you.
Soft Closed	The PO is closed but can be reopened. You cannot invoice against a PO in this status.

Invoices

Supplier Training
2021

Invoicing in the CSP (Part 1/4)

INVOICING: In Coupa, the invoices for Galderma are created from a PO

Method 1

Step 1

- Go to the **Orders** tab and click on the gold coins icon situated in the Actions field on the PO line.

The screenshot shows the Coupa Supplier Portal interface. The top navigation bar includes 'Home', 'Profile', 'Orders' (highlighted), 'Service/Time Sheets', 'ASN', 'Invoices', 'Catalogues', 'Business Performance', 'Sourcing', 'Add-ons', and 'Setup'. Below this is a sub-navigation bar with 'Orders', 'Order lines', 'Returns', 'Order Changes', 'Order Line Changes', and 'Deliveries'. The main content area is titled 'Purchase Orders' and contains a table of purchase orders. The first row is highlighted, showing PO Number 130, Order Date 05/05/2021, Status Issued, and Items 1,000 Each of Purple pen. The Actions column for this row contains a gold coins icon, which is highlighted by a red box. A callout box points to this icon with the text: 'You can create an invoice by either clicking on the yellow coins or by clicking on the PO Number'.

Note: If the PO status is under Hard Close or Soft Close you will not be able to create an invoice.

Method 2

Step 1

- From the PO page, scroll down and click “Create Invoice”.

The screenshot shows the 'Lines' section of a Purchase Order. It displays a table with columns: Type, Item, Qty, Unit, Price, Total, and Invoiced. The first row shows a 'Purple pen' with a quantity of 1,000, a unit price of 0.10, and a total of 100.00. Below the table, there is a 'Create Invoice' button, which is highlighted by a red box. Other buttons like 'Save' and 'Print View' are also visible.

Create a new or choose an existing invoice-from address. The most recently used address is at the top of the list.

When you create a new invoice-from address, you are guided through creating your legal entity.

The selected or newly created legal entity is added to your invoice.

Invoicing in the CSP (Part 2/4)

On the **Create Invoice** page, fill in at least the mandatory fields (marked with a red asterisk) in your invoice. Some of the fields are pre-populated with information from the PO. Please ensure you are using the correct invoice date.

Create Invoice Create

General Info

* Invoice #

* Invoice Date 25/05/2021

Payment Term NET 60

Date of Supply 25/05/2021

* Currency USD

Delivery Number

Status Draft

Image Scan No file chosen

Supplier Note

Attachments Add [File](#) | [URL](#) | [Text](#)

Late Payment Penalties

From

* Supplier Test Supplier New

* Supplier VAT ID CHE123456789XXX

* Invoice-From Address Test Supplier Legal Entity
Dufourstrasse
10
8005 Zurich
Switzerland

* Remit-To Address Test Supplier Legal Entity
Dufourstrasse
10
8005 Zurich
Switzerland

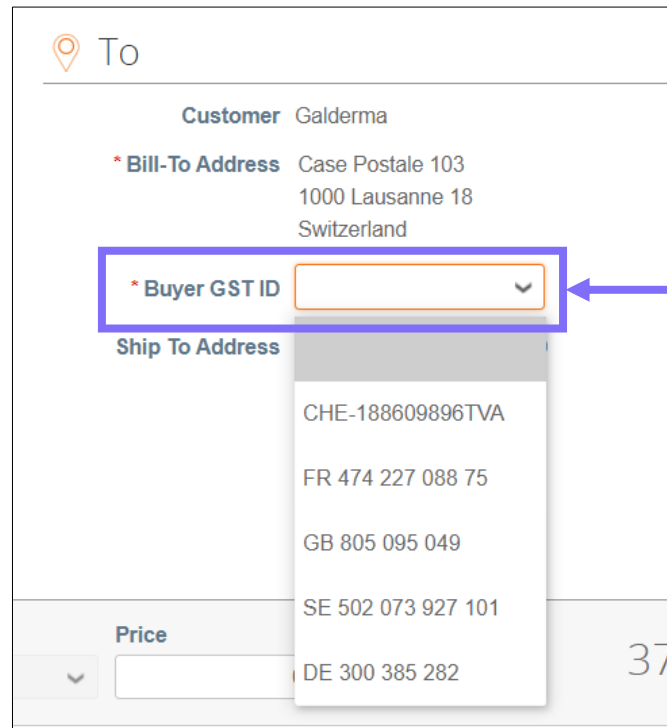
Beneficiary Name: Test Supplier Legal Entity

* Ship-From Address Test Supplier Legal Entity
Dufourstrasse
10
8005 Zurich
Switzerland

- Fill in at least the mandatory (*) fields.
- Coupa Invoice Number Length must equal **ERP Invoice Number Length (maximum 24 characters and no special characters)**
- You can create or choose an invoice from, a remit-to, and/or a ship from address by clicking on the corresponding 'Search' (magnifying glass) icon in the "From" section. You are guided through creating your legal entity.
- You can also attach files to an invoice using 'Image Scan'. One attachment can be up to 100 MB, but for performance reasons, consider limiting the attachment size to 16 MB or so. Image attachments on invoices must be of the following types: PNG, GIF, JPG, JPEG, PJPEG, TIFF, or PDF.

Invoicing in the CSP (Part 3/5)

It is important to select the correct Galderma VAT /GST ID when creating an invoice to minimize the chance of an invoice being disputed and payment being delayed.



The screenshot shows the 'To' section of the Galderma CSP invoicing form. It includes fields for Customer (Galderma), Bill-To Address (Case Postale 103, 1000 Lausanne 18, Switzerland), and Ship To Address. The Buyer GST ID field is highlighted with a blue box, and a dropdown menu is open, showing a list of GST IDs: CHE-188609896TVA, FR 474 227 088 75, GB 805 095 049, SE 502 073 927 101, and DE 300 385 282. A blue arrow points from the text box on the right to the dropdown menu.

- If there are multiple VAT / GST IDs for selection, ensure you select the correct VAT / GST ID based on what is in the Purchase Order
- If the VAT / GST ID in the Purchase Order is incorrect, please reach out to Galderma to confirm before submitting the invoice
- Once the invoice is submitted it becomes a legal document and a dispute process will need to be followed to correct the VAT / GST ID
- If you are unsure which GST / VAT ID to select, please use the GST ID / VAT ID of the country Ship-To address i.e. where the goods or services are being delivered and select the GST / VAT ID of that country (e.g. if goods are being delivered to Germany, please select the DE GST / VAT ID)
- If the ship to country does not have its own GST / VAT ID please select the country of the Bill-To address

Invoicing in the CSP (Part 4/5)

- Applicable tax rates are determined by the tax code on the invoice. The tax rate is a government-regulated rate to be paid to the tax authorities as part of the sale and it is shown as a percentage. It applies to all goods/services sold in a specified geographical area.
- VAT rates for the country in the Invoice-From address selected will be made available in the invoice. If, for example, Switzerland is selected as the invoice from country, a drop down of all the VAT rates available for Switzerland will be made available for selection. Coupa will then check if the correct VAT rate was selected based on the tax codes provided by Galderma

The screenshot displays the 'Lines' section of the Coupa Supplier Portal. It features a table with columns: Type, Description, Qty, UOM, Price, and a total of 100.00. The first line item is 'Purple pen' with a quantity of 1,000 and a unit price of 0.10. Below the table, there are fields for 'PO Line' (130-1), 'Contract', and 'Supplier part number'. A 'Billing' section contains a long alphanumeric string. A 'Taxes' section has a table with columns 'VAT Rate', 'VAT Amount', and 'Tax Reference'. At the bottom left, there is a green plus icon and the text 'Add Line'. Three blue callout boxes with arrows provide instructions: one points to the 'VAT Rate' dropdown, another points to the red 'X' icon on the line item, and a third points to the 'Add Line' link.

Type	Description	Qty	UOM	Price
	Purple pen	1,000	Each	0.10

100.00

PO Line
130-1

Contract
▼

Supplier part number

Billing
42120100-MVC36000-B0100004-M-00GCHT

Taxes

VAT Rate	VAT Amount	Tax Reference
▼	<input type="text"/>	<input type="text"/>

+ Add Line

Invoicing in the CSP (Part 5/5)

The screenshot shows the 'Total Taxes' summary in the Coupa CSP Invoicing interface. At the top left, there are two buttons: '+ Add Line' (highlighted with a purple box) and '+ Pick lines from Contract'. The 'Total Taxes' section displays the following values:

Total Taxes	
Lines Net Total	27.50
Lines VAT Totals	0
<hr/>	
Total VAT	0.00
Net Total	27.50
Gross Total	27.50

At the bottom of the interface, there are five buttons: 'Delete', 'Cancel', 'Save as draft', 'Calculate' (highlighted with a purple box), and 'Submit' (highlighted with a purple box).

If shipping or other costs need to be included in the invoice, please add an additional line in the invoice. Please note that the invoice will be flagged for AP review.

Clicking “**Calculate**” will give you the gross total amount considering the tax values.

Submit the invoice or save it as a draft to submit it later. You can also add comments for us.

Before submitting the invoice, you can cancel or delete it. *You can delete only draft invoices.*

Note: It is mandatory for the following Non-Coupa compliant companies to attach the real invoice in PDF format: Pakistan, Bangladesh, South Korea, Portugal, Colombia, Argentina, Mexico, UAE, Taiwan, Nigeria, Kenya, Brazil, Russia, Ukraine Uzbekistan, Kazakhstan, Turkey, Algeria, Moldova, Hungary

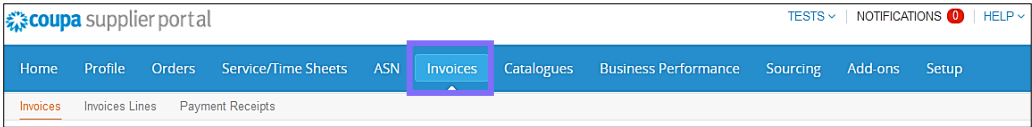
The screenshot shows a confirmation dialog box titled 'Are you ready to send?'. The text inside reads: 'Coupa is about to create an invoice on your behalf. Please make sure you are not attaching another invoice to this transaction as the Coupa generated PDF is your and your customers legal invoice.' At the bottom, there are two buttons: 'Continue Editing' and 'Send Invoice' (highlighted with a purple box).

You have now created a legally compliant invoice in CSP

Viewing invoices in the CSP

Step 1

- In the CSP you can view invoices and their status.
- From the Home page click on the **Invoices** tab in the main menu.



- From the **Select Customer** drop-down list in the top right corner, select Galderma.

Select Customer



Step 2

- You can now view all details in the invoice.
- To view the Legal Invoice, click on **download** next to it.
- This will open a pdf version of the VAT Legal invoice, which you can print or save in your local files.

General Info

Invoice #	Inv12345
Invoice Date	27/05/2021
Payment Term	NET 15
Delivery Date	27/05/2021
Currency	USD
Delivery Number	None
Status	Approved
Shipping Term	None
Legal Invoice	download
Image Scan	None
Supplier Notes	None
Attachments	None

Viewing invoice lines in the CSP

Click on the **Invoices** tab in the main menu, then click on “**Invoice lines**”. You will see all the lines linked to an invoice in the “Line #” field.

The screenshot displays the Coupa Supplier Portal interface. At the top, the header includes the Coupa logo, the text 'coupa supplier portal', and user information 'KYLE' with a dropdown arrow, 'NOTIFICATIONS' with a red badge showing '6', and a 'HELP' link with a dropdown arrow. Below the header is a main navigation bar with tabs: Home, Profile, Orders, Service/Time Sheets, ASN, **Invoices** (highlighted with a purple box), Catalogues, Business Performance, and Sourcing. Under the 'Invoices' tab, there is a sub-navigation bar with 'Invoices', **Invoices Lines** (highlighted with a purple box), and 'Payment Receipts'. The main content area is titled 'Invoice Lines' and features a 'Select Customer' dropdown menu set to 'Galderma'. Below this, there is a table with columns: Invoice #, Line # (highlighted with a purple box), Description, Status, Invoice Date, PO Line #, and Total. The table contains one row of data: Invoice # INV1234, Line # 1, Description Purple pen, Status Pending Approval, Invoice Date 25/05/2021, PO Line # 1, and Total 100.00. Above the table, there is a blue bar with 'Export to' dropdown, 'View' dropdown set to 'All', and a search bar.

Invoice #	Line #	Description	Status	Invoice Date	PO Line #	Total
INV1234	1	Purple pen	Pending Approval	25/05/2021	1	100.00

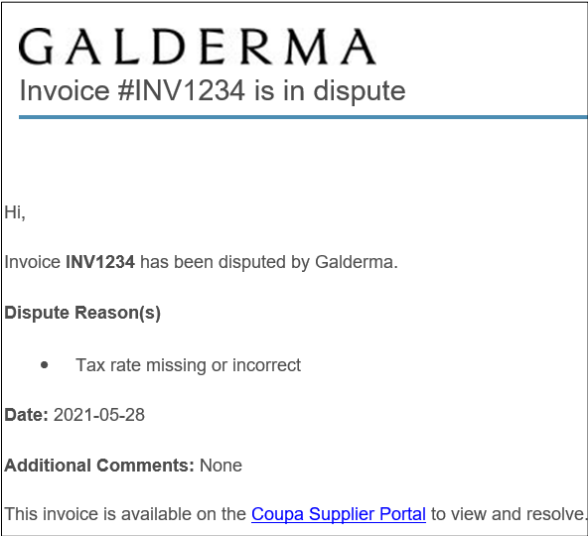
Invoice statuses in the CSP

Invoice Status	Description
Approved	The invoice has been accepted for payment by Galderma.
Abandoned	The disputed invoice has been abandoned. Galderma can choose to notify you of this invoice status change and provide instructions.
Disputed	The invoice has been disputed. Please note, NO Credit Notes are allowed when the invoice has this status. Please request Galderma to abandon the invoice to create a new invoice (in case the invoice is wrong), if the invoice is correct, please request Galderma to adjust the PO.
Draft	The invoice has been created, but it has not been submitted to Galderma yet.
Pending Approval	The invoice is currently under review by Galderma.
Processing	The invoice is being processed by the AP department and should be paid soon.
Voided	Something is wrong with the invoice, please contact Galderma to get the invoice back on track.

Submitting Credit Notes in the CSP (Part 1/3)

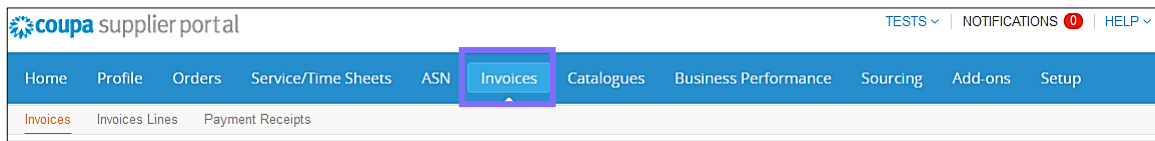
If you have already invoiced Galderma and we dispute the invoice, you will receive an email notification as per the one below.

The email will show the invoice that is in dispute, the reason, date and additional comments



Step 1

Navigate to the **Invoices** tab in the main menu. This will display a list of all your invoices.



The invoice that is in dispute shows an icon in the Actions column.

Export to		View		All		Search	
Invoice #	Created Date	Status	PO #	Gross Total	Unanswered Comments	Dispute reason	Actions
Inv12345	27/05/2021	Approved	152	538.50 USD	No		
None	26/05/2021	Voided	130	100.00 USD	No		
INV1234	25/05/2021	Disputed	130	107.70 USD	No	Tax rate missing or incorrect	

Step 2

- Click on the disputed invoice. The Invoice screen will appear – at the top you will see a message explaining the resolution options. You can choose to:
 - a) **Cancel Invoice** – this will create a credit note for the full amount invoiced.
 - b) **Adjust** – this will take you to an editable screen.

Submitting Credit Notes in the CSP (Part 2/3)

Step 3

- Scroll down at the bottom of the page and click either “**Cancel Invoice**” or “**Adjust**” to create a credit note.
- The Create Credit Note screen will appear. Complete fields – please note that mandatory fields are marked with a red asterisk

Create Credit Note

Create

This credit note applies to invoice INV1234. When approved, the credit will fully cancel the invoice's impact to the transaction.

General Info

From

* Credit Note #

* Credit Note Date

28/05/2021

Payment Term

NET 60

Original Date of Supply

25/05/2021

* Currency

USD

Delivery Number

Status

Draft

Original Invoice Number

INV1234

* Supplier

Test Supplier New

* Supplier VAT ID

CHE123456789XXX

* Invoice-From Address

Test Supplier Legal Entity
Dufourstrasse
10
8005 Zurich
Switzerland

* Remit-To Address

Test Supplier Legal Entity
Dufourstrasse
10
8005 Zurich
Switzerland

- Scroll down to edit the lines in the credit note.

- If the line is quantity based, enter a negative quantity and leave the price as positive.
- If the line is price based, and only contains a price field, enter a negative price.

Lines

Adjustment Type

Quantity

Type	Description	Qty	UOM	Price	
	Purple pen	-1,000	Each	0.10	-100.00

PO Line

Contract

Supplier part number

130-1

Billing

42120100-MVC36000-B0100004-M-00GCHT

Taxes

VAT Rate	VAT Amount	Tax Reference
7.7%	-7.70	

- Add the tax description rate. Note that you will have to add taxes at the line level.

Submitting Credit Notes in the CSP (Part 3/3)

Step 4

- Scroll further down to see the Totals & Taxes section.
- Click **“Calculate”** to finalise the totals and taxes and then click Submit to send us your credit note.

The screenshot shows the 'Totals & Taxes' section of a credit note form. At the top, there are input fields for 'Misc' (0.000) and 'VAT' (0.000). Below these is a 'Tax Reference' field with a placeholder 'Enter a tax reason description.'. A horizontal line separates the input fields from the totals. The totals are displayed in a table-like format with two columns for CHF and USD. The 'Total VAT' is -6.93 CHF and -7.70 USD. The 'Net Total' is -90.00 CHF and -100.00 USD. The 'Gross Total' is -96.93 CHF and -107.70 USD. At the bottom, there are five buttons: 'Delete', 'Cancel', 'Save as draft', 'Calculate', and 'Submit'. The 'Save as draft' and 'Calculate' buttons are highlighted with blue borders.

	CHF	USD
Misc	0.000	
VAT	0.000	
Total VAT	-6.93	-7.70
Net Total	-90.00	-100.00
Gross Total	-96.93	-107.70

- Finally, confirm that you wish to Send Credit Note in the popup confirmation window. If you want to save the credit note for later, simply click **“Save as draft”**.

You can also add a comment to your Credit Note which sends an email to Galderma. Just write your comment in the box and click **“Add Comment”**. This will automatically send your comment to the buyer. When Galderma responds, you will receive a notification and will also be able to see our response here.

The screenshot shows the 'Comments' section of the credit note form. It has a title 'Comments' with a dropdown arrow. Below the title is a text input field with a placeholder 'Enter Comment'. At the bottom right of the section is a button labeled 'Add Comment', which is highlighted with a blue border.

Catalogues

Supplier Training
2021

Managing catalogues in the CSP

When you log into the Coupa Supplier Portal, under the Catalogues tab, you may notice a catalogue is visible. This is because Galderma has created a catalogue in Coupa for the business to raise requisitions against.

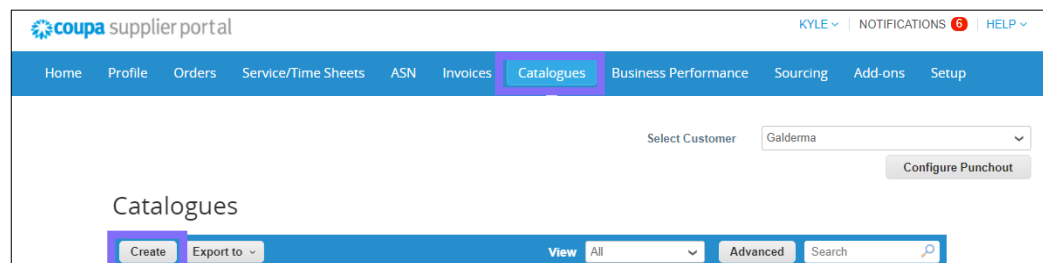
Through the Coupa Supplier Portal, suppliers are able to update and manage the catalogue items by requesting updates into the existing catalogue items.

Go to the **Catalogues** tab, select Galderma from the Select Customer drop-down list in the top right corner.

The screenshot shows the Coupa Supplier Portal interface. At the top, the header includes the Coupa logo and 'supplier portal' text, along with user information 'KYLE', 'NOTIFICATIONS 6', and a 'HELP' link. Below the header is a navigation bar with tabs: Home, Profile, Orders, Service/Time Sheets, ASN, Invoices, **Catalogues** (highlighted), Business Performance, and Sourcing. Under the Catalogues tab, there is a 'Select Customer' dropdown menu set to 'Galderma' and a 'Configure Punchout' button. The main content area is titled 'Catalogues' and contains a table with columns: Catalogue Name, Created Date, Submitted Date, Start Date, Expiry Date, Status, Unanswered Comments, Error, and Actions. The table is currently empty, displaying 'No rows.' at the bottom. The footer of the table shows 'Per page 15 | 45 | 90'.

Create/Edit catalogues in the CSP

- Go to the **Catalogues** tab in the main menu, select Galderma from the Select Customer drop-down list in the top right corner, and click on the “**Create**” button.



On the catalogue Create page, fill in at least the mandatory fields (*).

Enter the catalogue title (e.g. [Your Company Name] catalogue [Number]) in the mandatory Catalogue Name field.

You can select a start and expiration date for your catalogue and a currency to be applied to your catalogue items.

To edit a draft catalogue, click on the **Edit** icon for the catalogue in the catalogues table.

Test Supplier New Catalog 1 Edit

Customer Galderma

* Catalogue Name Test Supplier New Catalog 1

Status Draft

Start Date dd/mm/yyyy date when catalogue prices become effective

Expiry Date dd/mm/yyyy date when catalogue prices become expired

Currency USD

0 Items Changed (0 unchanged)

0 Price Increase

0 Price Decrease

0 Other Fields Updated

0 New Items

0 Deactivated Items

Catalogues									
Create	Export to	View All		Advanced	Search				
Catalogue Name	Created Date	Submitted Date	Start Date	Expiry Date	Status	Unanswered Comments	Error	Actions	
Test Supplier New Catalog 1	26/05/2021	None	None	None	Draft	No			
Per page 15 45 90									

Create/Edit catalogues in the CSP – Loading items one by one

On the edit catalogue page, you can create or modify items one-by-one or with the bulk loader.

In the case of “one by one” items, in the Items Included in catalogue section, click on **“Create”** and fill in the blank fields with the relevant information. Mandatory fields are marked with the red asterisk (*).

Items Included in Catalogue

Create Load from file Export to View All Advanced Search

Name	Part Number	Status Change	Price	Price Change	Currency	Other Fields Changed	Actions
No rows.							



Per page 15 | 45 | 90

You can select the Unit of Measure (Each, Box, Set etc.) from the dropdown list provided.

You can also add an image of the product by clicking **“Choose File”**.

Items Included in Catalogue

Create Load from file Export to View All Advanced Search

Name	Part Number	Status Change	Price	Price Change	Currency	Other Fields Changed	Actions
Item 1	ITEST	New	500.00		USD		 

Per page 15 | 45 | 90

When the catalogue is in “Draft” status, you can edit or delete the item after saving it.

Select Customer Galderma **Configure Punchout**

Catalogue Item Create

Item Type Item

* Name


* Description

* Unit of Measure Each

Purchasable ☒

Manufacturer Name

Manufacturer Part Number

 No file chosen

Supplier Item Attributes

* Part Number

Auxiliary Part Number

Manufacturer

Lead Time

UNSPSC

Contract

Pricing Type Fixed Price

* Price

* Currency USD

Savings %

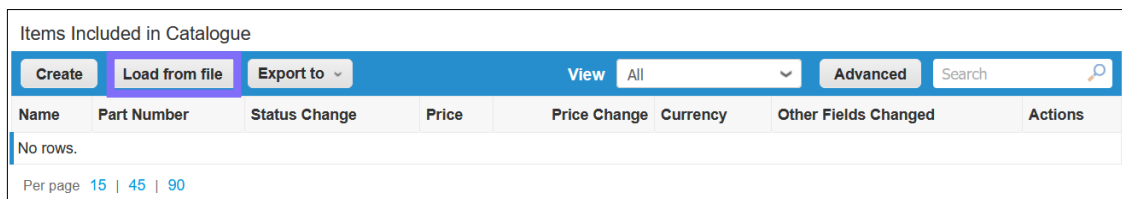
Order Increment

Minimum Order Quantity

Cancel Save

Create/Edit catalogues in the CSP – Bulk Upload (Part 1/3)

In the case of bulk upload of items, on the edit catalogue page, in the Items included in the Catalogue section, click on “**Load from file**” button.

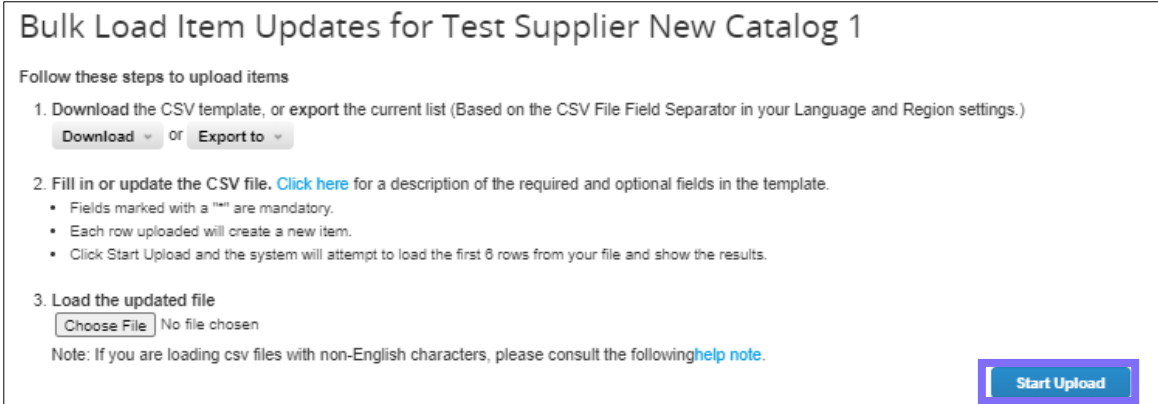


Items Included in Catalogue

Create Load from file Export to View All Advanced Search

Name	Part Number	Status Change	Price	Price Change	Currency	Other Fields Changed	Actions
No rows.							

Per page 15 | 45 | 90



Bulk Load Item Updates for Test Supplier New Catalog 1

Follow these steps to upload items

1. Download the CSV template, or export the current list (Based on the CSV File Field Separator in your Language and Region settings.)
Download or Export to
2. Fill in or update the CSV file. [Click here](#) for a description of the required and optional fields in the template.
 - Fields marked with a "*" are mandatory.
 - Each row uploaded will create a new item.
 - Click Start Upload and the system will attempt to load the first 8 rows from your file and show the results.
3. Load the updated file
Choose File No file chosen

Note: If you are loading csv files with non-English characters, please consult the following [help note](#).

Start Upload

To get a blank CSV file to build your new catalogue, click on the “Download” dropdown list and select which format is suitable.

To add or modify items from your existing catalogue, click on the **current list of items** link.

After making the changes, click on the “**Choose File**” button and navigate to your modified CSV file, click “**Open**”, and then “**Start Upload**”.

Important - Do not change the column header names in the .csv file!

Note: You can create as many catalogues as you want, but each catalogue must be approved by Galderma before it can be included in Coupa search results.

Create/Edit catalogues in the CSP – Bulk Upload (Part 2/3)

The .csv file will look like the example below:

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Item Type	Supplier Part Num*	Supplier Aux Part Num	Name*	Description*	Price*	Currency*	UOM code*	active*	Item Classification Name	UNSPSC Code	Lead Time	Manufacturer
2		111		Item 1	Large test item 1	500	USD	Each	Yes				
3		112		Item 2	Large test item 2	300	USD	Each	Yes				
4		113		Item 3	Small test item 1	20	USD	Each	Yes				
5		114		Item 4	Small test item 2	1	USD	Each	Yes				
6													
7													
8													
9													

To add or update any images for catalogue items please use the image URL column for links or .png format.

After making the changes, click on the **"Choose File"** button and select your CSV file, click **"Open"**, and then **"Start Upload"** (See previous slide).

Important - Do not change the column header names in the .csv file!

Create/Edit catalogues in the CSP – Bulk Upload (Part 3/3)

Once the upload is complete, Coupa checks your file and shows you the Verify Data screen where you can check your changes and click **"Finish Upload"**. All changes are highlighted in orange.

Click **"Cancel"** if you need to correct data in the .csv file, and then upload it again.

Verify Data

The first rows of your upload have been loaded. All changes or additions are highlighted in **orange**. After reviewing the results, click Finish Upload to continue the upload or Cancel to stop the upload and discard any changes. The CSV Field Separator is the Comma (,) character. You can change it in the [Language and Region Settings](#).

	Row 1 New	Row 2 New
Item Type	Item	Item
Supplier Part Num*	111	112
Supplier Aux Part Num		
Name*	Item 1	Item 2
Description*	Large test item 1	Large test item 2
Price*	500	300
Currency*	USD	USD
UOM code*	EA	EA
active*	Yes	Yes
Item Classification Name		
UNSPSC Code		
Lead Time		

Finish UploadCancel

After clicking **"Finish Upload"**, wait for the system to complete loading the items. You can see the status of the upload change from Submitted for Processing through Submitted to Request to Loading and Upload completed successfully. Click **"Done"**.


Upload completed successfully


Upload completed successfully. 4 rows processed, creating 0 new rows and updating 0 rows.


Done


The Item(s) Changed section is updated with your changes.


5 Items Changed (0 unchanged)


0
Price Increase


0
Price Decrease


0
Other Fields Updated


5
New Items


0
Deactivated Items

Catalogue statuses in the CSP

Please Note: Every update to the catalogue will be submitted to Galderma team to review/approve the reflected changes and amends. Once Galderma has approved, this will be updated in the Coupa Supplier Portal as “Accepted”

Catalogue Status	Description
Accepted	The catalogue has been accepted by Galderma, and all the items in it are now available for purchase within Coupa.
Awaiting/Pending Approval	The catalogue has been received by Galderma, but it has not gone through the approval chain yet.
Draft	The catalogue has been created, but may be missing information necessary to send it to Galderma
Error	Something is wrong with the catalogue. Contact Galderma to get the catalogue back on track.
Rejected	The catalogue has been rejected. Contact Galderma to find out why, and then resubmit.

Unregistered Suppliers / SAN

Supplier Training
2021

Receive & acknowledge orders

If you are not registered on the CSP, you will receive Coupa generated POs from Galderma by email – these are called Supplier Actionable Notifications (SAN). You will receive an email notification from do_not_reply@galderma.coupahost.com which will contain different action buttons.

Clicking any of the buttons on the Purchase Order will take you to webpage where the order can be acknowledge, invoices can be raised and comments sent to Galderma

The “**Acknowledge PO**” button notifies Galderma that you have received and acknowledged the order.

Click the “**Create Account**” button to gain access to the functionality presented in this guide and to experience all the benefits of the Coupa Supplier Portal

The screenshot shows the Galderma Purchase Order #155 page. At the top, there's a header with the Galderma logo and the order number. Below the header, there are several buttons: 'Create Invoice', 'Acknowledge PO', 'Add Delivery Tracking', and 'Add Comment'. A callout box with a purple border points to the 'Create Account' button, which is located below the main buttons. The main content area displays the purchase order details, including the supplier name 'test supplier 2', the ship-to address, and the bill-to address. A table at the bottom shows the line items, with one item 'Purple pen' having a quantity of 250 and a total price of 37.50 USD.

The screenshot shows the Galderma Purchase Order #155 page with detailed information. The header includes the Galderma logo, a 'Sign Out' link, and a 'Create Account' button. Below the header, there's a section for 'Purchase Order #155' with details such as Status (Issued - Sent via Email), Order Date (28/5/21), Revision Date (28/5/21), Requester (Kyle), Email, Payment Term (NET 30), Attachments (None), Acknowledged (checked), and Assigned to (Select). To the right, there's a 'Shipping' section with 'Ship-To Address' (Rue d'Entre-deux-Villes 10, 1814 La Tour-de-Peilz, Switzerland, Location Code: CHG, Attn: Kyle Alberts) and 'Tax Registration' (CHE 188.609.896 MWST). Below this is a 'Terms' section (None) and a 'Shipment Tracking' section (No delivery tracking). At the bottom, there's a 'Lines' section with a table of line items. The table has columns for Type, Item, Qty, Unit, Price, Total, and Invoiced. The first line item is 'Purple pen' with a quantity of 250, a unit price of 0.15, and a total price of 37.50. Below the table, there's a 'Need By' date of 31/5/21, a 'Part Number' of None, a 'Manufacturer Name' of BIC, and a 'Manufacturer Part Number' of 1239. The bottom of the page shows 'Per page' options: 15, 45, and 90.

Creating an invoice (Part 1/4)

INVOICING: In Coupa the invoices for Galderma are created from a PO

Step 1

The screenshot shows the GALDERMA purchase order page in Coupa. The page title is 'GALDERMA Galderma Purchase Order #155'. Below the title, there are four buttons: 'Create Invoice' (highlighted with a red box), 'Acknowledge PO', 'Add Delivery Tracking', and 'Add Comment'. Below these buttons, there is a 'Create Account' link. The main content area displays the purchase order details for 'test supplier 2'. It includes a table with columns: Line, Description, Need By Date, Qty, Unit, Price, and Total. The table has one row: '1 Purple pen', '31/05/2021', '250', 'Each', '0.15', and '37.50'. The total amount is '37.50 USD'. At the bottom, there are four buttons: 'Create Invoice' (highlighted with a red box), 'Acknowledge PO', 'Add Delivery Tracking', and 'Add Comment'. Below these buttons, there is a 'Create Account' link.

Click on the “**Create Invoice**” button.

Step 2

The screenshot shows a dialog box titled 'Choose Invoice-From Address'. The dialog box contains the text: 'No invoice from addresses to choose from.' and 'To add a new address click Create New Remit-To.' At the bottom of the dialog box, there are two buttons: 'Cancel' and 'Create New Remit-To' (highlighted with a red box).

Click on “**Create new Remit-to**” to specify the details of how you want to be paid. The address and details will be saved for use in future invoices for Galderma.

Step 3

The screenshot shows a dialog box titled 'Enter a new address'. The dialog box contains the following sections: 'Company Information' with fields for 'Supplier' (test supplier 2), 'Country/Region' (United States), and 'Registered company legal name' (highlighted with a red box); 'Address' with fields for 'Remit to name', 'Line 1', 'Line 2', 'City', 'County' (Select an Option), and 'Postal Code'; 'Preferred Language' (English); 'Tax Registration' with fields for 'Tax Country/Region' (United States), 'Tax ID', and 'Not For Cross-Border Invoices'; and 'Banking Information' with fields for 'Bank Name', 'Beneficiary Name', 'Bank Account Number', 'Transit Code Type', 'Transit Code', 'IBAN', and 'SWIFT Code'. At the bottom of the dialog box, there are two buttons: 'Cancel' and 'Create and Use' (highlighted with a red box).

Enter your company information, address, tax registration and banking information and click on “**Create and Use**”.

Step 4

The screenshot shows the GALDERMA Terms of Use page. The page title is 'GALDERMA'. Below the title, there is a 'Sign Out' link. The main content area contains a text box with the following text: 'Our compliant invoicing Terms of Use have been revised. Please confirm that you have read and agree to the current [Terms of Use](#). If you do not agree, you will not be able to send invoices to Coupa compliant customers.' At the bottom right of the text box, there is a button labeled 'I Accept' (highlighted with a red box).

Accept the Terms of Use for compliant invoicing.

Creating an invoice (Part 2/4)

On the **Create Invoice** page, fill in at least the mandatory fields (marked with a red asterisk) in your invoice. Some of the fields are pre-populated with information from the PO. Please ensure you are using the correct invoice date.

Create Invoice Create

General Info

* Invoice #

* Invoice Date 25/05/2021

Payment Term NET 60

Date of Supply 25/05/2021

* Currency USD

Delivery Number

Status Draft

Image Scan No file chosen

Supplier Note

Attachments Add [File](#) | [URL](#) | [Text](#)

Late Payment Penalties

From

* Supplier Test Supplier New

* Supplier VAT ID CHE123456789XXX

* Invoice-From Address Test Supplier Legal Entity
Dufourstrasse
10
8005 Zurich
Switzerland

* Remit-To Address Test Supplier Legal Entity
Dufourstrasse
10
8005 Zurich
Switzerland

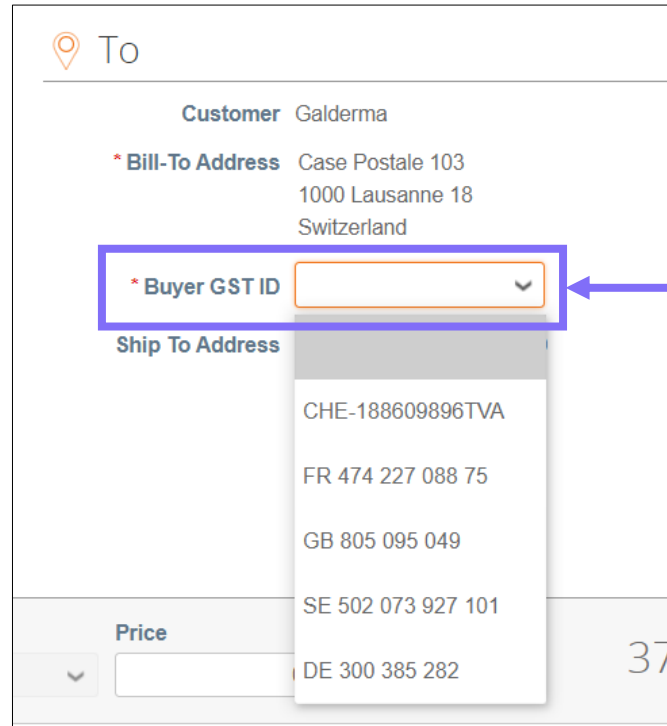
Beneficiary Name: Test Supplier Legal Entity

* Ship-From Address Test Supplier Legal Entity
Dufourstrasse
10
8005 Zurich
Switzerland

- Fill in at least the mandatory (*) fields.
- Coupa Invoice Number Length must equal **ERP Invoice Number Length (maximum 24 characters and no special characters)**
- You can create or choose an invoice from, a remit-to, and/or a ship from address by clicking on the corresponding 'Search' (magnifying glass) icon in the "From" section. You are guided through creating your legal entity.
- You can also attach files to an invoice using 'Image Scan'. One attachment can be up to 100 MB, but for performance reasons, consider limiting the attachment size to 16 MB or so. Image attachments on invoices must be of the following types: PNG, GIF, JPG, JPEG, PJPEG, TIFF, or PDF.

Creating an invoice (Part 3/5)

It is important to select the correct Galderma VAT /GST ID when creating an invoice to minimize the chance of an invoice being disputed and payment being delayed.



The screenshot shows a form for creating an invoice. At the top, there is a location pin icon and the text 'To'. Below this, the 'Customer' is listed as 'Galderma'. The '* Bill-To Address' is 'Case Postale 103, 1000 Lausanne 18, Switzerland'. The '* Buyer GST ID' field is highlighted with a blue box, and a dropdown menu is open showing several options: 'CHE-188609896TVA', 'FR 474 227 088 75', 'GB 805 095 049', 'SE 502 073 927 101', and 'DE 300 385 282'. Below the dropdown, the 'Ship To Address' field is visible. At the bottom, there is a 'Price' field with a dropdown arrow and a '37' in the background.

- If there are multiple VAT / GST IDs for selection, ensure you select the correct VAT / GST ID based on what is in the Purchase Order
- If the VAT / GST ID in the Purchase Order is incorrect, please reach out to Galderma to confirm before submitting the invoice
- Once the invoice is submitted it becomes a legal document and a dispute process will need to be followed to correct the VAT / GST ID
- If you are unsure which GST / VAT ID to select, please use the GST ID / VAT ID of the country Ship-To address i.e. where the goods or services are being delivered and select the GST / VAT ID of that country (e.g. if goods are being delivered to Germany, please select the DE GST / VAT ID)
- If the ship to country does not have its own GST / VAT ID please select the country of the Bill-To address

Creating an invoice (Part 4/5)

- Applicable tax rates are determined by the tax code on the invoice. The tax rate is a government-regulated rate to be paid to the tax authorities as part of the sale and it is shown as a percentage. It applies to all goods/services sold in a specified geographical area.
- VAT rates for the country in the Invoice-From address selected will be made available in the invoice. If, for example, Switzerland is selected as the invoice from country, a drop down of all the VAT rates available for Switzerland will be made available for selection. Coupa will then check if the correct VAT rate was selected based on the tax codes provided by Galderma

The screenshot shows the 'Lines' section of the Coupa invoice creation interface. It features a table with columns: Type, Description, Qty, UOM, Price, and a total amount of 100.00. The first row contains a shopping cart icon, 'Purple pen', '1,000', 'Each', and '0.10'. Below the table are fields for 'PO Line' (130-1), 'Contract' (a dropdown), and 'Supplier part number' (a text box). A 'Billing' section contains the code '42120100-MVC36000-B0100004-M-00GCHT'. A 'Taxes' section has a table with columns 'VAT Rate', 'VAT Amount', and 'Tax Reference'. The 'VAT Rate' column has a dropdown menu. At the bottom left is a green '+ Add Line' button. Three blue callout boxes with arrows provide instructions: one points to the VAT Rate dropdown, another points to the red 'X' icon on the right of the first line item, and a third points to the '+ Add Line' button.

Lines

Type	Description	Qty	UOM	Price	
	Purple pen	1,000	Each	0.10	100.00

PO Line
130-1

Contract

Supplier part number

Billing
42120100-MVC36000-B0100004-M-00GCHT

Taxes

VAT Rate	VAT Amount	Tax Reference
	<input type="text"/>	<input type="text"/>

Add Line

You can remove a line by clicking the red X on the invoice line

Add a VAT rate by choosing from the drop-down list

You can add a line by clicking the "Add Line" link below the invoice line

Creating an invoice (Part 5/5)

The screenshot shows the final step of creating an invoice. At the top left, there are two buttons: '+ Add Line' (highlighted with a purple box) and '+ Pick lines from Contract'. On the right, a 'Total Taxes' summary box displays the following values:

Lines Net Total	27.50
Lines VAT Totals	0
<hr/>	
Total VAT	0.00
Net Total	27.50
Gross Total	27.50

Below the summary box, there are five buttons: 'Delete', 'Cancel', 'Save as draft', 'Calculate' (highlighted with a purple box), and 'Submit' (highlighted with a purple box).

If shipping or other costs need to be included in the invoice, please add an additional line in the invoice. Please note that the invoice will be flagged for AP review.

Clicking “**Calculate**” will give you the gross total amount considering the tax values.

Submit the invoice or save it as a draft to submit it later. You can also add comments for us.

Before submitting the invoice, you can cancel or delete it. *You can delete only draft invoices.*

Note: It is mandatory for the following Non-Coupa compliant companies to attach the real invoice in PDF format: Pakistan, Bangladesh, South Korea, Portugal, Colombia, Argentina, Mexico, UAE, Taiwan, Nigeria, Kenya, Brazil, Russia, Ukraine Uzbekistan, Kazakhstan, Turkey, Algeria, Moldova, Hungary

The screenshot shows a confirmation dialog box titled 'Are you ready to send?'. The text inside reads: 'Coupa is about to create an invoice on your behalf. Please make sure you are not attaching another invoice to this transaction as the Coupa generated PDF is your and your customers legal invoice.' At the bottom right, there are two buttons: 'Continue Editing' and 'Send Invoice' (highlighted with a purple box).

You have now created a legally compliant invoice in CSP

Admin Setup

Supplier Training
2021

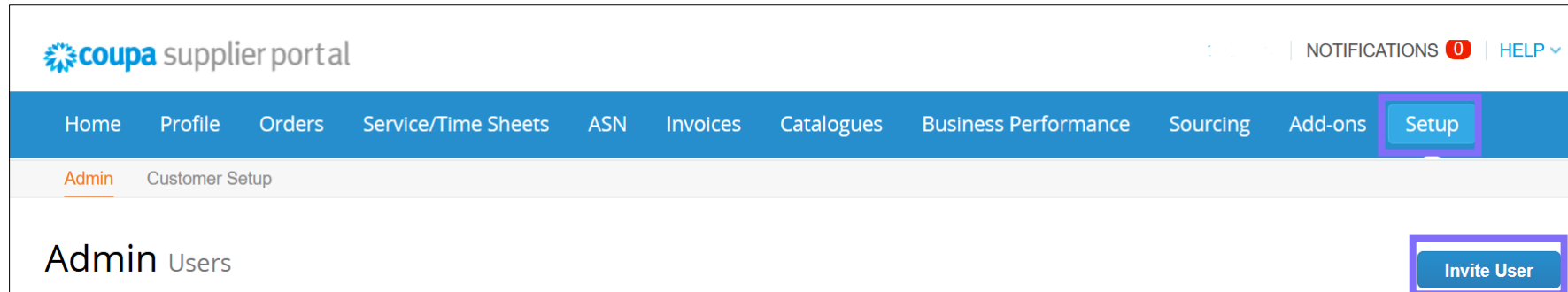
Inviting additional users to the CSP (Part 1/2)

If you have multiple users within your organisation that you would like to manage the CSP, you can add additional users. These should always be users within your organisation.

Please note ensure that your organisation completes registration only once and that multiple people do not complete the registration process. If this happens we will need to get in touch with you again to verify which account should be linked.

Step 1

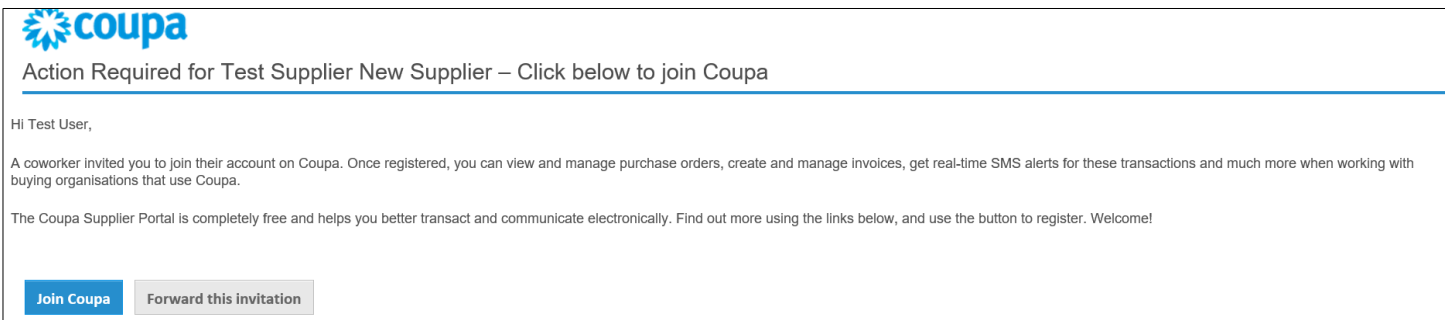
- To invite additional users to Coupa Supplier Portal navigate to the **Setup** tab on the main menu and click on “**Invite User**”



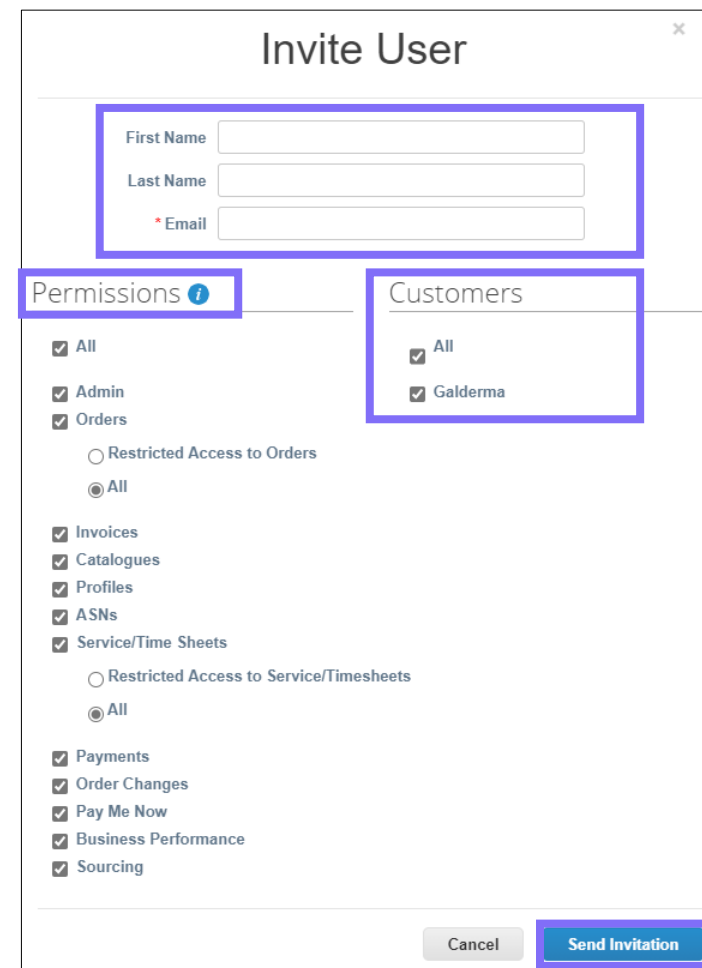
Inviting additional users to the CSP (Part 2/2)

Step 2

- Fill in the required information and select what permissions you would like the user to have by selecting them.
- You can also select which customers the new user is allowed to have visibility on.
- After click on “**Send Invitation**”, The new user will receive an invitation e-mail and can access the CSP.



The image shows an email invitation template from Coupa. At the top is the Coupa logo. Below it is the subject line: "Action Required for Test Supplier New Supplier – Click below to join Coupa". The body of the email starts with "Hi Test User," followed by a paragraph explaining that a coworker has invited them to join their account on Coupa, listing various features like viewing purchase orders, managing invoices, and receiving SMS alerts. It also states that the Coupa Supplier Portal is free and helps with transacting electronically. At the bottom, there are two buttons: "Join Coupa" (highlighted in blue) and "Forward this invitation".



The image shows a "Invite User" dialog box. At the top, it has a title bar "Invite User" with a close button. Below the title bar are three input fields: "First Name", "Last Name", and "Email" (with a red asterisk indicating it's required). These fields are grouped by a blue box. Below the input fields are two sections: "Permissions" and "Customers". The "Permissions" section has a blue box around its title and an information icon. It contains a list of permissions with checkboxes: "All" (checked), "Admin" (checked), "Orders" (checked), "Restricted Access to Orders" (radio button), "All" (radio button), "Invoices" (checked), "Catalogues" (checked), "Profiles" (checked), "ASNs" (checked), "Service/Time Sheets" (checked), "Restricted Access to Service/Timesheets" (radio button), "All" (radio button), "Payments" (checked), "Order Changes" (checked), "Pay Me Now" (checked), "Business Performance" (checked), and "Sourcing" (checked). The "Customers" section has a blue box around its title and contains a list of customers with checkboxes: "All" (checked) and "Galderma" (checked). At the bottom right of the dialog box are two buttons: "Cancel" and "Send Invitation" (highlighted in blue).

Manage Users

You can manage user permissions and customer access.

Click on the **Setup** tab on the main menu. The Users page appears. Click on the “**Edit**” button to open the Edit user access window.

User info

* First Name

* Last Name

* Email

Permissions *i*

☒ All

☐ Admin

☒ Orders

☐ Restricted Access to Orders

☒ All

☒ Invoices

☒ Catalogs

☒ Profiles

☒ ASNs

☒ Service/Time Sheets

☐ Restricted Access to Service/Time Sheets

☒ All

☒ Payments

☒ Order Changes

☒ Pay Me Now

☒ Business Performance


☒ Sourcing

Customers

☒ All

☒ Deloitte BE


- You can change the user's name, modify the user's permissions and customer access, or deactivate the user.
- For auditing purposes, Coupa does not allow users to be deleted, so you cannot delete a user from your profile. Instead, you can deactivate a user when you no longer want that user to be able to access the account.
- If you deactivate users, you can always reactivate them later. If you reactivate a user, the customer access is reset for that user, so you'll have to assign customers to that user again.

 Coupa

Coupa Supplier Portal Account Deactivation

Hello Test,

Your Coupa Supplier Portal account has been deactivated by your admin, (Kyle Alberts). Please reach out to your admin if you have any further questions.

 Coupa

Business Spend Management

[To get immediate updates via SMS or change notification preferences, go here and adjust your settings.](#)

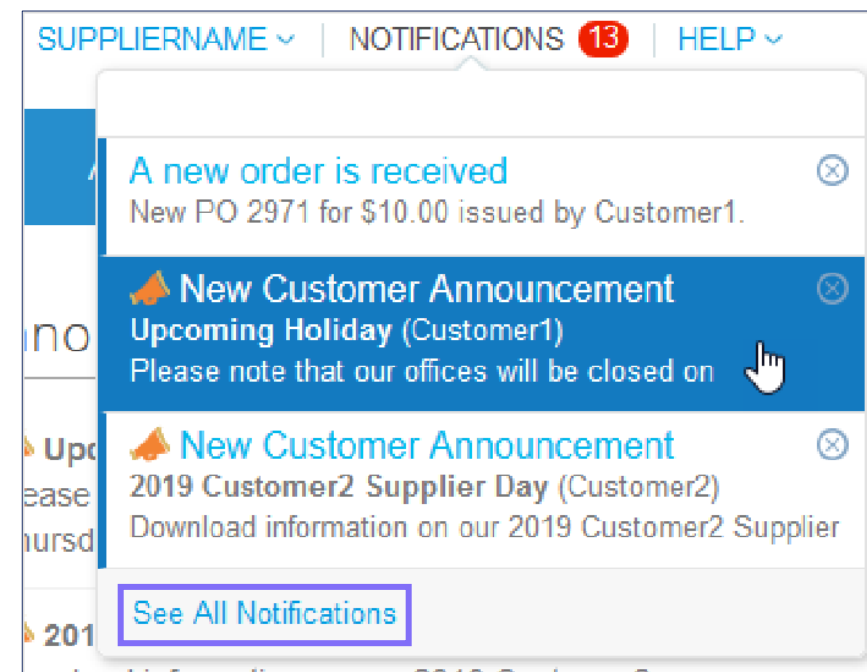
Note: The **Deactivate User** button is inactive when you edit your own access to avoid deactivating your own account.

Galderma announcements

Galderma can create announcements to be shown to you on the **Home** page and/or other Coupa Supplier Portal pages to help you understand any unique requirements and communicate with you about initiatives, promotions, and changes required for your collaboration through the CSP.

With this one-way communication, Galderma can provide you with instructions on how to join or what to do after joining the CSP, share information necessary for transactions, inform you about upcoming orders, or remind you to update your supplier information, and more.

By default, only previews of the most recent announcements are displayed. You can see the full text of an announcement in a popup after clicking on it. To view all the announcements with their full message, click on “**See All Notifications**” link that takes you to the My Notifications page.

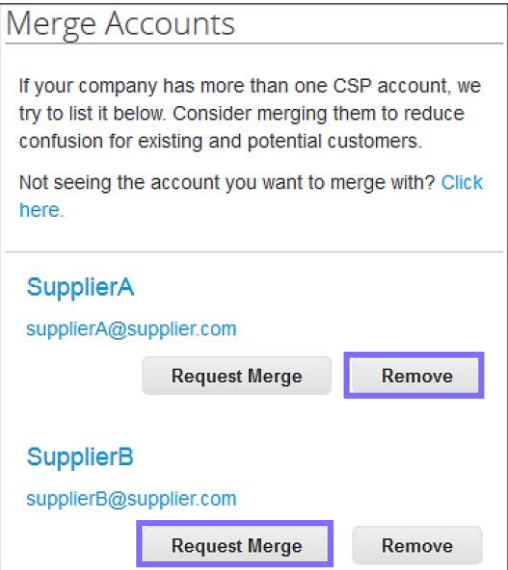


Manage merge requests (Part 1/2)

Method 1

Your company may have more than one account/profile in the CSP. This can happen when several users from the same company register or are invited to the CSP through different email addresses.

The suggestions to merge accounts are based on email domain. Merge suggestions appear in the right-hand column on the **Home** page.



Merge Accounts

If your company has more than one CSP account, we try to list it below. Consider merging them to reduce confusion for existing and potential customers.

Not seeing the account you want to merge with? [Click here.](#)

SupplierA
supplierA@supplier.com
[Request Merge](#) [Remove](#)

SupplierB
supplierB@supplier.com
[Request Merge](#) [Remove](#)

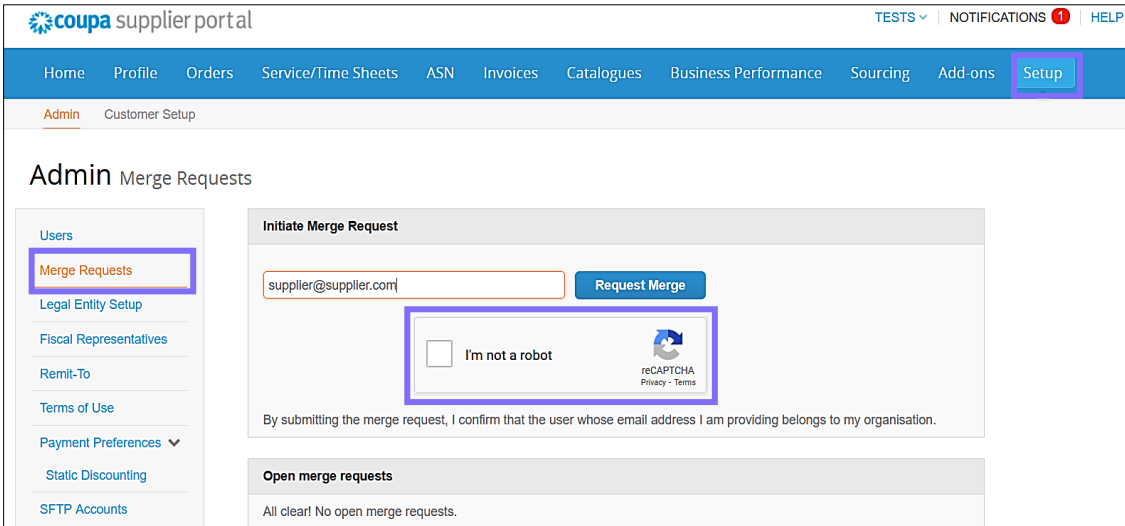
If you know that a suggestion is invalid, click on the **“Remove”** button and you will not see the request again.

If you want to merge an account, click on the **“Request Merge”** button and select an account to be the parent account and add a note.

Method 2

Another method to request the merge of the accounts, is to go on the **“Merge Requests”** function from the **Setup** tab on the main menu. This can be used when the suggested accounts list is too long and you wish to merge a specific address directly.

Note: Beginning with the **Coupa R29 Release**, the **reCAPTCHA** functionality has been activated when executing the merging.



coupa supplier portal TESTS | NOTIFICATIONS 1 | HELP

Home Profile Orders Service/Time Sheets ASN Invoices Catalogues Business Performance Sourcing Add-ons **Setup**

Admin Customer Setup


Admin Merge Requests

Users

- Merge Requests**
- Legal Entity Setup
- Fiscal Representatives
- Remit-To
- Terms of Use
- Payment Preferences
- Static Discounting
- SFTP Accounts

Initiate Merge Request

supplier@supplier.com [Request Merge](#)

☐ I'm not a robot 

By submitting the merge request, I confirm that the user whose email address I am providing belongs to my organisation.

Open merge requests

All clear! No open merge requests.

Manage merge requests (Part 2/2)

Merged accounts use the following rules:

- Any connected customers are retained in the new account. The existing email address remains the contact email for the customer. If the customer is connected to both accounts, the parent account connection is retained and the merged account connection is removed.
- Remit-to information is transferred only for addresses that are available to all customers.
- You can see purchase orders and create invoices for both supplier records after selecting a customer from the **Select Customer** drop-down.

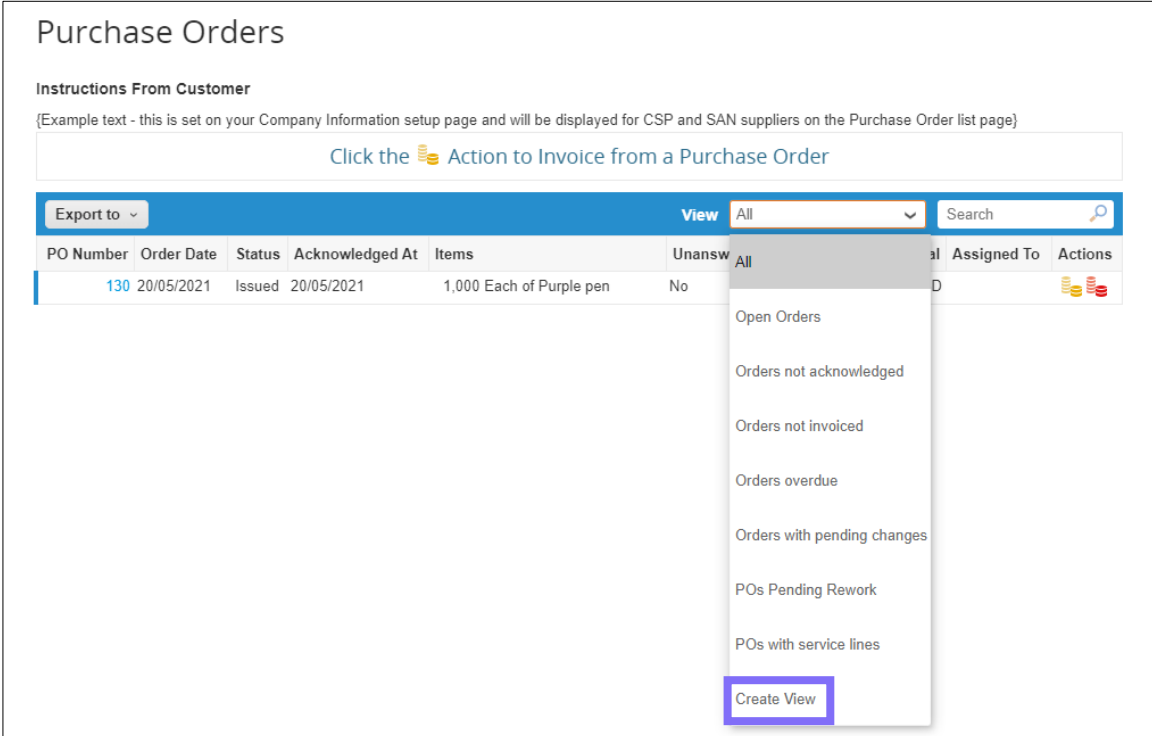
Selection	Description
*Account Owner / My Account	This causes the other account to be merged into your company account. The other user's company account is removed. You continue to be the administrator for the merged company account, and the previous administrator becomes a regular user in the merged account. You can make them an administrator if you want. For more information, see Manage Users .
*Account Owner / Their Account	Your company account is removed. The other user's company account becomes the only company account. You can no longer be the account administrator, but the administrator of the existing account can choose to make you an administrator of the merged account.
*Note	Add a note about the merge request, for example, the reason for the account merge.

Setting up custom views (Part 1/2)

You can create custom views for orders, order lines, order changes, order line changes, invoices, invoice lines, and catalogues.

With a custom view you can create a set of advanced search filters.

- On the main menu, click on the tab for the function for which you want to create a custom view.
- At the top of the table whose view you want to change, click **“Create View”** in the **View** drop-down list.

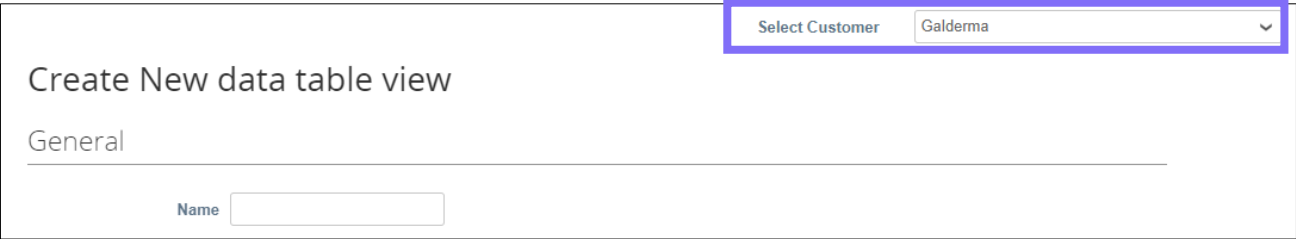


The screenshot shows the 'Purchase Orders' page. At the top, there is a section for 'Instructions From Customer' with a placeholder text and a link to 'Action to Invoice from a Purchase Order'. Below this is a table with columns: PO Number, Order Date, Status, Acknowledged At, Items, Unanswered, Assigned To, and Actions. The first row of data shows PO Number 130, Order Date 20/05/2021, Status Issued, Acknowledged At 20/05/2021, and Items 1,000 Each of Purple pen. A 'View' dropdown menu is open, showing options: Open Orders, Orders not acknowledged, Orders not invoiced, Orders overdue, Orders with pending changes, POs Pending Rework, POs with service lines, and 'Create View' (highlighted with a red box).

PO Number	Order Date	Status	Acknowledged At	Items	Unanswered	Assigned To	Actions
130	20/05/2021	Issued	20/05/2021	1,000 Each of Purple pen	No		

Setting up custom views (Part 2/2)

On the Create New data table view page, select the customer for whom you want to change the view settings.



Create New data table view

General

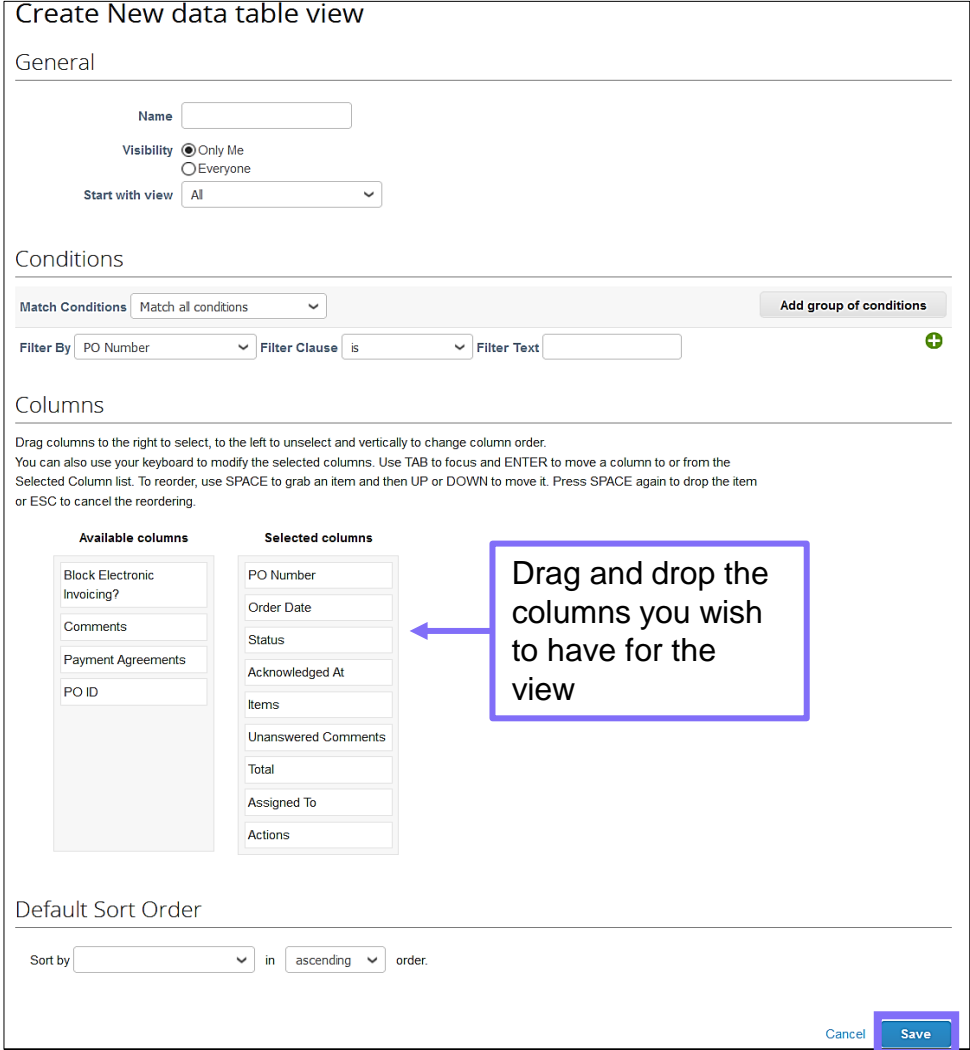
Name

Select Customer Galderma

Specify the settings you want to use for your custom view, including filtering conditions, columns to include, and sorting criteria.

If you want to build this view based on another view and modify those settings, use the Start with view option under the General settings.

Click “**Save**” to save the view for future use and reporting.



Create New data table view

General

Name

Visibility ☒ Only Me ☐ Everyone

Start with view All

Conditions

Match Conditions Match all conditions Add group of conditions

Filter By PO Number Filter Clause is Filter Text

Columns

Drag columns to the right to select, to the left to unselect and vertically to change column order. You can also use your keyboard to modify the selected columns. Use TAB to focus and ENTER to move a column to or from the Selected Column list. To reorder, use SPACE to grab an item and then UP or DOWN to move it. Press SPACE again to drop the item or ESC to cancel the reordering.

Available columns	Selected columns
Block Electronic Invoicing?	PO Number
Comments	Order Date
Payment Agreements	Status
PO ID	Acknowledged At
	Items
	Unanswered Comments
	Total
	Assigned To
	Actions

Default Sort Order

Sort by in ascending order.

Cancel Save

Drag and drop the columns you wish to have for the view

Where to get help

Supplier Training
2021

Getting help from Galderma

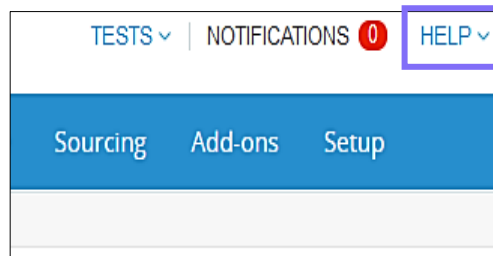
For more information, please refer to our website suppliers.galderma.com

For queries relating to orders and invoices please reach out to your local procurement or finance contact.

For support on using the CSP and catalogue related queries, please reach out to:

Supplier.onboarding@galderma.com

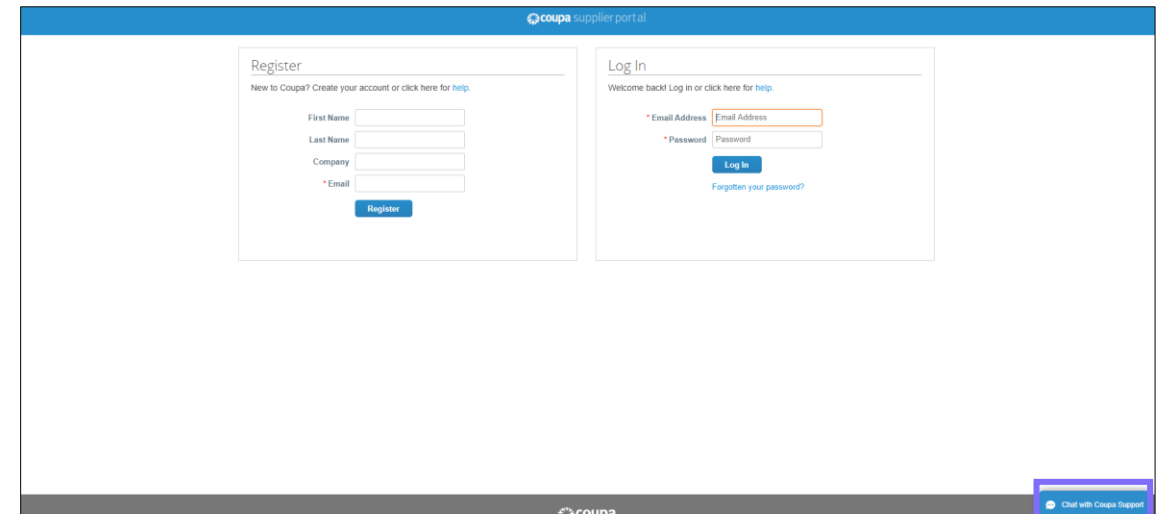
More information on activities performed in the CSP can be accessed on the “Help” page on the CSP



Galderma does not have visibility and access to your Coupa Supplier Portal, therefore as a supplier you will need to **log a call with Coupa** when:

- You are experiencing technical issues on the CSP
- You have requested password reset emails but are not receiving the requested emails
- You cannot access your portal

Support can be requested by clicking on the “**Chat with Coupa Support**” button on the bottom of any page



GALDERMA

EST. 1981

Thank you!

Galderma SA

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